

HOMEOWNERS MANUAL

M
ONE

METROPOLITAN RESIDENCES



M ONE METROPOLITAN RESIDENCES

Introducing M One at Metropolitan Residences – a design of optimal liveability, where the combination of thoughtful planning, clever ideas and functionality are the guiding principles as we welcome you into your new home. Having considered every detail, all you need to do now is add your own personality.

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BC Hydro Application Form

An Introduction to your Homeowner Manual

Congratulations on your decision to purchase a new home at M One!

This homeowner manual ("Manual") has been designed to assist you following the purchase of your new home. Please take time to review this Manual thoroughly. If you require clarification or additional information, please give us a call; we would be delighted to serve you!

M One Customer Service

Suite 800, 925 West Georgia Street
Vancouver, B.C.
Canada
V6C 3L2
604-895-0428
service@cressey.com

This Manual does not purport to be all-inclusive or contain all of the information an owner may need or desire. Neither the Developer nor any of its respective officers, agents or principals has made or will make any representations or warranties, express or implied, as to the accuracy or completeness of the Manual, and no legal commitment or obligation shall arise by reason of this Manual and/or its contents. We believe the contents of this Manual are accurate and up to date at the time of printing. This Manual was printed in November 2011. The Developer reserves the right to make changes to this Manual without notice. The Developer also reserves the right to make modifications or substitutions to material used, as long as the substitute product is of equal quality to the original specification. E and OE.

The Professionals and Construction Process

The Developer of M One



M One was developed by Cressey (High Street) Development LLP and Cressey High Street Holdings Ltd. (collectively referred to as the “Developer”). The Developer is a member of the Cressey Development Group (Cressey). Established in 1969, Cressey and its affiliated companies have been instrumental in changing the greater Vancouver skyline and constructing landmark residences throughout the lower mainland in fulfillment of the housing needs of a dynamic marketplace.



With over 200 successful projects to their credit, Cressey has built a solid reputation as innovators of distinctive housing, designed for specific urban sites and lifestyles. The company maintains an unyielding commitment to outstanding workmanship, quality materials and customer satisfaction. Recognized for its excellence, Cressey has earned many prestigious industry awards, including the Georgie Awards from the Canadian Home Builders Association of B.C., and awards of excellence from both the Urban Development Institute and Lower Mainland Municipalities.

Our Customer Service Department

The Developer prides itself on its commitment to customer service. Our Customer Service Team is dedicated to providing quality customer care; building lasting relationships is our goal. Our homeowner manual strives to answer many questions a new owner may have. If you require additional information, or seek clarity on a particular issue, please do not hesitate to either call or email us. Our contact information and hours of operation are outlined in the “Emergency Procedures” section of this Manual.

The Architect



ROSITCH HEMPHILL and ASSOCIATES ARCHITECTS

is an award winning, mid-size Architecture firm located in Vancouver, British Columbia. Established in 1984, it has received international recognition for successful projects throughout the Pacific Northwest.

The firm devotes considerable time to research and keeping up to date with and visiting developments around North America. It is registered for practice in British Columbia and Alberta.

Rositch and Hemphill Architects has been rated as one of Vancouver's "Top Architectural Firms" many times since 1990, with many award winning projects including Cressey's "Mandalay" in Richmond which won the prestigious "LULU Award" for best multi-family development. Other awards include two internationally recognized "Golden Nugget" Awards, numerous "Georgies", and Urban Design Institute Awards.

The M One project team from Rositch Hemphill Architects includes:

Keith Hemphill, MAIBC	Principal in-charge
Nadia Said, MAIBC	Project Architect
Paul Sanchez	Job Capitan

The Interior Designer

InSight Design Group Inc. is a Vancouver based interior design firm with a focus on single and multi-family developments, marketing presentation centers and private residential projects. Our talented team of interior designers, building technologists and project managers are essential to the successful completion of every project. We are a dynamic group committed to an enthusiastic team approach to all we do.

Over the past 16 years, InSight Design Group Inc. has designed and been involved with some of the most reputable developments and projects throughout Vancouver, the Lower Mainland and Canada.

INSIGHT

The Construction Process

Variations

Products used during the construction process may change due to circumstances beyond the Developer's control. For example, variations in products may occur as a result of supplier/assembly line changes, industry changes, and procurement changes. In all instances, as required by your purchase agreement, any substitution of method or product shall be of equal or better quality than the original specification. These changes may lead to variations within the same type of unit.

Variations within the same type of unit will also occur if the purchaser elected to pay for an upgrade option.

Delivery Date

The delivery date for your home (the date the unit is transferred from the Developer to the first homeowner) begins as an estimate. Until components are completed and the structure is enclosed, the delivery date can be dramatically affected by weather conditions and the availability of labour and materials. Even after the home itself is past weather-related delay potential, the installation of utility services, final grading, concrete flatwork, etc. can still affect the delivery date. City occupancy permits are acquired once these elements are complete. Please understand that the trades are as eager as you to get caught up and deliver your home on time.

Depending on availability of labour and materials, weather conditions, site conditions and the construction process, some homes may not be completed by their scheduled delivery dates



Emergency Procedures

While emergency warranty situations are rare, when they occur, prompt response is essential. You may be able to mitigate or solve electrical and plumbing problems by referring to the troubleshooting tips section of this Manual (see table of contents). For natural gas and poison control emergencies, please phone the numbers noted on the chart below.

The “Protecting your Investment” section of this Manual contains care hints for the maintenance of your home. Your new home requires care and attention beginning the day you take possession. Care by you may prevent a problem or emergency. Please note the home warranty, issued by Travelers, requires the homeowner to mitigate damage to the home (including damage caused by defects or water penetration as set out in the warranty certificate); failure to do so may prejudice the homeowner’s entitlement to warranty coverage.

An emergency constitutes a:

- total loss of heat when the outside temperature is below 50°f
- total loss of electricity
- total loss of water
- plumbing leak that requires the entire water supply to be shut off
- gas leak

During regular business hours, please contact either the Developer or Property Manager to report warrantable emergency repairs. After hours, contact either the Property Manager or the applicable local utility company. If this does not solve the problem, contact the applicable trade contractor listed in the “Trade Contacts” section of this Manual.

Please note the Developer will only reimburse the homeowner for after-hours emergency costs if the Developer, in its sole discretion, determines that:

1. A warrantable emergency existed;
2. The homeowner did everything and anything necessary to mitigate the damage;
3. The homeowner did not contravene procedures noted in the Manual;
4. **The repairs were facilitated by the applicable contractor listed under the “Trade Contacts” section of this Manual;**
5. The emergency occurred during the warranty period; and
6. The emergency is not covered by another insurance policy.

Note: If a service (gas, electricity, water) is out in an entire area, attention from the local utility company is needed.

EMERGENCY CONTACTS

	During Business Hours Monday to Friday 8:30am to 4:30pm	After Business Hours, Weekends and Holidays
Emergencies	9-1-1	9-1-1
Crosby Property Management	600 – 777 Hornby Street Vancouver, BC V6Z 1S4 Tel: (604) 683-8900 Fax: (604) 689-4829 crosby@cosbypm.com	Tel: (604) 683-8900; or Tel: (604) 777-3880 crosby@cosbypm.com
M One Customer Service	800 – 925 West Georgia Street Vancouver, BC V6C 3L2 Tel: (604) 895-0428 Fax: (604) 895-0496 Email: service@cressey.com	Messages can be left at tel: (604) 895-0428. These messages will not be retrieved until on or after the next business day.
Fortis BC (formally Terasen Gas)	Call if you smell gas! Emergencies: 1-800-663-9911 16705 Fraser Highway Surrey, BC V4N 0E8 Tel: (604) 576-7000 1-800-474-6886 (before you dig)	Call if you smell gas! Emergencies: 1-800-663-9911
Plumbing	**during the warranty period, please contact the Developer <i>first</i> to report warrantable plumbing concerns. After hours, please contact your Property Manager.	Crosby Property Management 600 – 777 Hornby Street Vancouver, BC V6Z 1S4 Tel: (604) 683-8900 Tel: (604) 777-3880 If you cannot reach the property manager, contact the applicable trade listed in the “Trade Contacts” section of this Manual.
Electrical	**during the warranty period, please contact the Developer <i>first</i> to report warrantable electrical concerns. After hours, please contact your Property Manager.	Crosby Property Management 600 – 777 Hornby Street Vancouver, BC V6Z 1S4 Tel: (604) 683-8900 Tel: (604) 777-3880 If you cannot reach the property manager, contact the applicable trade listed in the “Trade Contacts” section of this Manual.

	During Business Hours	After Business Hours
	Monday to Friday	Weekends and Holidays
	8:30am to 4:30pm	
Poison Control	Poison Control Line Tel: (604) 682-5050 (available 24 hrs)	Poison Control Line Tel: (604) 682-5050 (available 24 hrs)
Whirlpool Appliance Service (all appliances, except the wine cooler)	Tel: 1-800-807-6777 (7:30 am to 8:00pm EST Monday - Friday)	
Trail Appliances (wine cooler only)	Tel: (604) 777-3300 – ext 2 (8:30 am to 5:00 Monday-Saturday)	
Telus	Address your letter to: TELUS Client Care PO Box 7575 Vancouver, BC V6B 8N9 Tel: (604) 310-2255	
	www.telus.com	
Shaw Cable	900- 1067 West Cordova Street Vancouver, BC Tel: 1-888-472-2222 (7am to 10pm PST 7days a week)	www.shaw.ca/support

YOUR ROLE AS A HOMEOWNER

1. Read the Homeowner Manual. It is your responsibility to maintain your new home.
2. Read all warranty and care manuals (attached hereto as Appendices 1-24). Fill out and submit warranty cards where applicable.
3. Read and comply with obligations outlined in Travelers Guarantee (attached hereto as Appendix 1).
4. Mitigate damage. Take all necessary steps to prevent damage to your home. Your warranty may be void if defects occur or are made worse due to the owner's failure to either mitigate damage or follow maintenance procedures.
5. Prevent condensation. Follow the instructions outlined in this Manual to avoid condensation. Damages (including consequential damages) caused by condensation will not be corrected through our warranty program. In fact, evidence of unmanaged condensation may render an owner's warranty null and void.
6. Do not tamper with a dryer booster fan. Tampering with same may void your home warranty.
7. Do not tamper with your bathroom fan timer. Tampering with same may void your home warranty.
8. Where applicable, ensure your plumbing systems are winterized (for example, hose bibs and irrigation systems).
9. Keep a record of your fob's serial number. If you lose your fob, immediately report the loss to your property manager. This will help maintain the security of the building.
10. Take note of your closing date; it is tied to your warranty expiry dates (please see the "Warranty Description" section of this Manual for more information).
11. Provide both M One Customer Service and your property manager your current contact information.
12. Do not hire an outside company to repair warrantable deficiencies; if you do, you will void your warranty. If you require warranty work, please follow instructions outlined in the "Emergency Procedures" and "Warranty Description" sections of this Manual.
13. It is up to you to keep a copy of this Manual; a subsequent copy will not be issued.

IMPORTANT QUESTIONS ANSWERED

Property Management

1. Who is the Property Manager?
Crosby Property Management. Crosby can be reached at either (604) 683-8900 or www.crosbypm.com.
2. Who do I contact regarding my maintenance fees?
Crosby Property Management.
3. Who do I contact regarding elevator bookings, garbage pick-up schedules, building maintenance etc?
Crosby Property Management.
4. Where are the garbage/ recycling rooms?
The garbage/recycling room is located on parking level 1, through doors off the main lobby entrance.
5. What do I do with paint and other hazardous materials?
DO NOT dispose of hazardous materials in the garbage or recycling bins. For disposal of hazardous waste including paint, solvents, motor oil, batteries, pesticides, etc, please contact the City of Coquitlam Recycling Hotline at (604) 732-9253, or visit www.rcbc.bc.ca.

Customer Service and Warranty

6. Who do I contact regarding in suite deficiencies and warranty work?
M One Customer Service. Please review the “Emergency Procedures” and “Warranty Description” sections of this Manual for reporting procedures and contact information.
7. Who do I contact regarding in suite emergency work?
During normal business hours, please contact M One Customer Service. After hours, contact either the property manager or the applicable trade listed under the “Trade Contacts” section of this Manual. It is imperative you peruse the “Emergency Procedures” and “Warranty Description” sections of this Manual for more information.
8. How do I file a request for warranty work?
Fill out and send in the Service Request Form found at the back of your Manual. Before you send in the form, please review the “Warranty Description” section of this Manual.

9. Can I hire my own contractor to repair warrantable deficiencies?

No – the Developer must first review the warranty work; if it is approved, the Developer will contact the applicable trade listed under the “Trade Contact” section of this Manual. For more information, please refer to the “Emergency Procedures” and “Warranty Description” sections of your Manual.

*Further note: ** If you hire another company to perform warranty repairs, your warranty will become null and void.*

10. Will the Developer reimburse me for warranty repairs if I hire a contractor?

No.

11. What are the M One Customer Service business hours/contact information?

You can reach a Customer Service Representative Monday through Friday between 8:30am- 4:30pm. Warranty appointments are scheduled Monday through Friday between the hours of 7:00am – 2:00pm, depending upon the availability of our technicians. You can reach us at either (604) 895-0428 or service@cressey.com.

12. What happens if I need to reschedule an appointment?

Provide a minimum of 24 hour notice prior to canceling an appointment. Provide this notice via telephone or email. If you do not provide the requisite notice, you may be charged a cancellation fee.

Keys and Fobs

13. What keys and fobs will I be given?

When you move in, you will be given two suite keys, two mailbox keys and two fobs. The fobs control access to your main lobby entry door, your parkade gates and any other door with card access readers.

14. Should I keep a record of my fob’s serial number?

Yes – serial numbers should be recorded where they can be easily accessed in case of an emergency.

15. What if I lose my fob?

Contact your property manager immediately. Provide the manager with the fob serial number; this will allow the manager to cancel the fob and help maintain security of the building.

16. Can I get additional fobs or keys?

The property manager will provide additional fobs for a fee. Please contact your property manager for more information. The owner is responsible for cutting suite key at his cost.

Access and Security

17. How do I gain access to the building?

Please refer to the “Security” section of this Manual for more information.

18. How do I gain access to the underground parking?

Parking garage can be accessed via Atlantic Lane.

19. How do I use my visitor intercom system?

Please see the “Security” section of this Manual for more information.

20. Does my unit come with an alarm?

Please refer to the “Security” section of this Manual for more information.

Parking and Storage Lockers

21. Can I purchase additional parking or storage lockers?

Yes, please send a request to parkingstorage@cressey.com, or visit the homeowner’s section on our website: www.cressey.com.

Water Shutoffs and Winterizing

22. Where are my water shut offs?

Your water shut offs were pointed out to you during your initial orientation. As soon as possible, please re-familiarize yourself with same. Shut offs are usually located in the storage rooms of your suite (concealed behind the removable panels), below the sinks, behind the toilet, and/or in the laundry closets. Should you notice a plumbing leak, turn the water off at these shutoffs, and immediately contact your property manager. Refer to the “Emergency Procedures” section of this Manual for more information.

23. Do I need to winterize my home?

If your unit includes an exterior hose bib (ie. a balcony faucet), you will need to ensure it is winterized properly. Although exterior hose bibs are typically “frost free”, hoses must be disconnected from hose bibs PRIOR to freezing temperatures. If they are not, damages may include a broken faucet and/or plumbing line, which can lead to a water leak within your unit. Water may even flow to units below yours! Damages resulting from failure to winterize will not be covered under our warranty program.

Utility, Telephone and Cable Service

24. When should I set up my utility accounts?

Your utility service account (electrical, natural gas) must be set up before your closing date. This is extremely important as your utilities will be discontinued if you do not transfer the applicable accounts into your name. In addition, a penalty fee of \$50 plus outstanding bills from the date of closing will apply.

25. Who do I contact about my electrical service?

Your electrical service is provided by BC hydro. You can activate an account by either calling BC hydro customer accounts division at (604) 224-9376, or by filling out and forwarding a BC hydro transfer form (attached hereto as Appendix 24). If you have not had an account before, you will need to supply some personal information, including a reference from a friend or a family member.

26. Who do I contact about my natural gas service?

The cost of natural gas is included in your monthly strata fees. If you smell gas, please call the emergency line at 1-800-663-9911 (24hrs). This number should be recorded where it can be easily accessed in case of an emergency.

27. Telephone and Internet Service/ Cable Service

Telus requires lead time to book your phone and internet connections. As such, it is best to call before you take possession of your home. The phone number for connection is (604) 310-2255.

Telus is offering M One purchasers a limited TV/high speed internet offer. For promotional details, please refer to Appendix 23.

Your Neighbourhood

Coquitlam is a mountainside community with unparalleled access to outdoor recreation including many parks and trails. Coquitlam City Centre, which includes civic amenities such as the Evergreen Cultural Centre and the Coquitlam City Aquatic Centre, is flanked by streams and rivers and is adjacent a 103 acre Town Centre Park. Coquitlam's retail businesses serve Metro Vancouver. In addition to the 170 store Coquitlam Centre, Coquitlam boasts Metro Vancouver's largest concentration of furniture stores, anchored by Ikea. *–Coquitlam City Hall 2011*

Hospitals

Eagle Ridge Hospital

475 Guildford Way
Port Moody, B.C
(604) 469-5115

Royal Columbian Hospital

330 East Columbia
New Westminster, B.C
(604) 520-4253

City Services

Emergency Services for Water, Sewer and Roads

(604) 927-3500
(24 hours a day/7 days a week)

Coquitlam City Hall

3000 Guildford Way
Coquitlam, BC
(604) 927-3000
feedback@coquitlam.ca

Coquitlam City Centre Public Library

3001 Burlington Drive
Coquitlam, B.C V3B 6X1
(604) 927-3000

BC Transit

(604) 953-3333

BC Ferries

1-888-769-3766

Bel-Air Taxi

(604) 937-3434 or
(604) 433-6666 or
(604) 524-1111

Recreation

Pinetree Community Centre

1260 Pinetree Way
Coquitlam, B.C V3B 7Z4
(604) 927-6960

Poirier Community Centre

630 Poirier St.
Coquitlam, B.C V3J 6B1
(604) 927-6046
poiriercommunitycentre@coquitlam.ca

Poirier Sport & Leisure Complex

633 Poirier St
Coquitlam, B.C V3J 6A9
(604) 927-6027
www.coquitlam.ca

City Centre Aquatic Complex

1210 Pinetree Way
Coquitlam, B.C
(604) 927-6999

Centennial Activity Centre

570 Poirier St.
Coquitlam, B.C V3J 6B1
(604) 933-6143

Summit Community Centre

1450 Parkway Blvd
Coquitlam, B.C V3E 3L2
(604) 927-6960

Glen Pine Pavilion (50yrs Plus)

1200 Glen Pine Court
Coquitlam, B.C V3B 2P7
(604) 927-6940

Dogwood Pavilion (50yrs Plus)

624 Poirier Street
Coquitlam B.C V3J 6A9
(604) 927-6089

Culture and Entertainment

Ever Green Cultural Centre

1205 Pinetree Way
Coquitlam, BC V3B 7Y3
(604) 927-6550
evergreenculturalcentre.ca

Place Des Arts

1120 Brunette Avenue
Coquitlam, B.C V3K 1G2
(604) 664-1636

Heritage Square

Mackin Heritage Home & Toy Museum

1120 Brunette Avenue
Coquitlam B.C
(604) 516-6151

Pinetree 6 Cinemas

2991 Lougheed Highway
Coquitlam, BC V3B 6J6
(604) 464-2558

Parks

Town Centre Park

1299 Pinetree Way

Glen Park

1149 Westwood Street

Lafarge Lake

Guilford Way & Pinetree Way

Mundy Park

641 Hillcrest

Shopping

Coquitlam Centre

2929 Barnet Hwy
Coquitlam, BC
(604) 464-1414

Westwood Mall Shopping Centre

3000 Lougheed Hwy
Coquitlam BC
(604) 464-5215

Sunwood Square Shopping Centre

3025 Lougheed Hwy
Coquitlam BC
(604) 941-5721

Safeway

3025 Lougheed Hwy
Port Coquitlam BC
(604) 941-8212

Ikea

1000 Lougheed Hwy
Coquitlam BC
1-866-866-4532

Neighbourhood Map

SCHOOLS

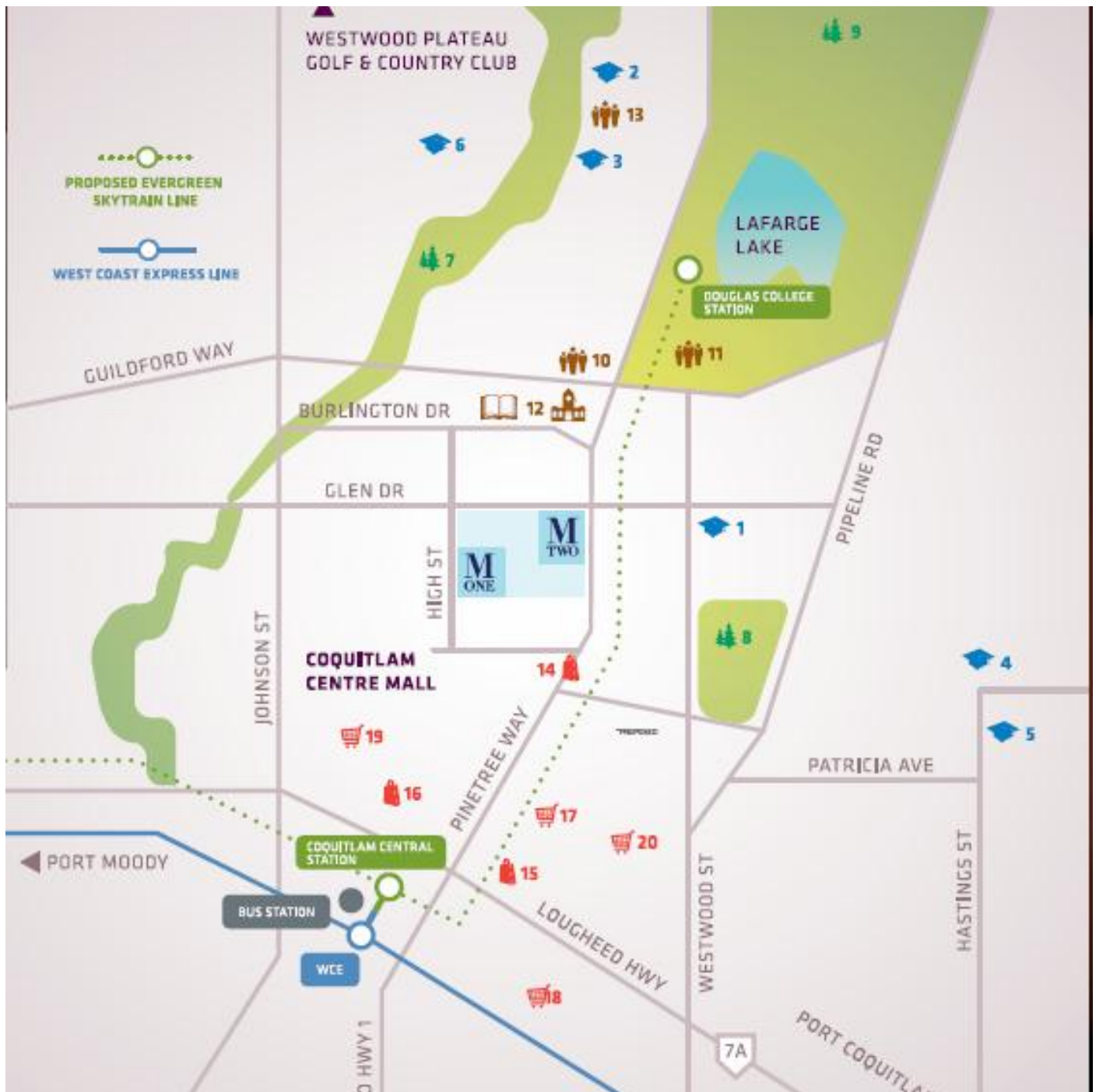
1. Glen Elementary
2. Pintree Secondary
3. Douglas College
4. Maple Creek Middle School
5. Westwood Elementary
6. Walton Elementary

PARKS AND COMMUNITY

7. Hoy Creek Park & Hatchery
8. Glen Park
9. Town Centre Park
10. City Centre Aquatic Complex
11. Evergreen Cultural Centre
12. City Hall & Library
13. Pinetree Community Centre

SHOPPING

14. Henderson Place Mall
15. Chapters
16. Future Shop
17. Save On Foods
18. Real Canadian Superstore
19. T & T Supermarket
20. Safeway



Community Events

Spirit Week

February 11- 18, 2011

www.portcoquitlam.ca

City Wide Garage Sale

April, Annually

www.portcoquitlam.com

Como Lake Fishing Derby

Late May, Annually

www.citysoup.ca

Coquitlam Farmers Market

Dogwood Pavilion Parking Lot

May 8- Oct 30

www.makebakegrow.com

Grand Parade

Coquitlam Centre Mall

Early June, Annually

www.citysoup.ca

Teddy Bear Picnic

Coquitlam Town Centre

Early June, Annually

www.citysoup.ca

Blue Mountain Music Festival

Blue Mountain Park

Mid July, Annually

www.citysoup.ca

Music in the Park

Lions Park

Every Sunday; July to August

www.culturecoquitlam.ca

Rivers and Trails Festival

Peace Park 1470 Kebet Way

Last Sunday in September, Annually

www.portcoquitlam.com



Warranty Provider



Home Warranty

Tel: 604.682.3095

Toll Free: 800.555.9431

Travelers Guarantee Company of Canada

650 West Georgia Street, Suite 2500

P.O. Box 11542

Vancouver, British Columbia V6B 4N7

www.travelersguarantee.com

Warranty Coverage for New Home Buyers

Protecting Your Investment in a New Home

Congratulations on your decision to purchase a new house, townhome or condominium. A new home is likely the largest investment of your lifetime. Therefore, we encourage you to carefully research all aspects and to seek professional advice when required. In order to receive the benefits of Home Warranty Coverage from Travelers Guarantee Company of Canada (“Travelers Guarantee”), consumers must purchase a new home built and sold by one of our approved Builders. Prior to signing a Contract of Purchase and Sale, it is also prudent to contact Travelers Guarantee to verify that the Builder is officially registered *and* that Home Warranty Coverage has been issued on your prospective new home.

Homeowner Protection Act — Strong Protection for New Home Buyers

The *Homeowner Protection Act* & its *Regulations* (“Act”) became effective July 1, 1999. Prior to the issuance of a building permit, the *Act* requires all residential builders to be licensed by the Homeowner Protection Office (HPO) and to provide the “2/5/10” warranty from an approved third party warranty provider. For further information, please contact HPO at: (604) 646-7050 or visit their website at www.hpo.bc.ca

What is a “2/5/10” Warranty?

The *Act* outlines specific details about the mandatory warranty commonly referred to as a “2/5/10” warranty. It is the most comprehensive third party warranty in North America, and even the world. By law, builders must provide a third party warranty covering:

- 2 Year Materials & Labour Warranty
- First 12 months - coverage for any defect in materials and labour
- First 15 months - coverage for any defects in materials and labour in the common property of a multi-unit building
- First 24 months - coverage for any defect in materials and labour supplied for the electrical, plumbing, heating, ventilation and air conditioning delivery and distribution systems. In addition, coverage for any defect in materials and labour supplied for the exterior cladding, Home Warranty Documentation

Our approved Builders are responsible for having their new home buyers sign and date a Warranty Commencement Date Certificate at the time of either the title transfer or the actual occupancy of the home (whichever is earlier). Upon receipt of this completed certificate from the Builder, Travelers Guarantee issues the owner a Home Warranty Coverage Certificate. Be sure to read this document carefully and keep it in a safe place. It explains warranty coverage and the process for reporting defects in your home or common property. Upon review, if you have questions or require clarification, please contact Travelers Guarantee.

We're Here To Stay

In 2007, our parent company The St. Paul Travelers Companies Inc. underwent a name change to The Travelers Companies Inc.. This entity was the result of a merger between The St. Paul Companies Inc. and Travelers Property Casualty in April 2004. They provide commercial property-liability insurance and non-life reinsurance worldwide, and asset management through its subsidiary The John Nuveen Company. They have offices and subsidiaries throughout the United States, Canada, Australia, Mexico and the United Kingdom. The Travelers Companies Inc. is a world leader in surety bonding and one of the largest providers of construction insurance in the United States.

We were the first warranty provider to enter the home warranty market in British Columbia following the introduction of the legislation under the *Act*. We have firmly established a reputation for employing highly experienced staff, implementing strong underwriting guidelines, and for delivering exceptional customer service.

Travelers Guarantee Company of Canada is fully committed to the home warranty business for the long term.

For more information, visit our website at www.travelerscanada.ca

*PLEASE SEE APPENDIX 1 FOR A SAMPLE COPY OF THE TRAVELERS WARRANTY

Warranty Description

The Developer constructed your home with carefully selected materials and the effort of experienced craftsmen. Although this group works from detailed plans and specifications, no two homes are built exactly alike. Each home is unique; in fact, a home is one of the last hand-built products in the world.

Each home requires care administered by the homeowner from the very first day. Regular maintenance is essential to maintaining a quality home for a lifetime. Neglecting routine maintenance will not only erode home value, it can also affect the overall desirability of the community. Most importantly, it can void warranty coverage on all or part of your home!

The Developer is a licensed builder registered with the Homeowner Protection Office. Our licensed Developer warranty is backed by third party insurance, as per the BC Homeowner Protection Act. Travelers Guarantee Company of Canada (“Travelers”) is the third party insurance provider for M One.

The Developer, in conjunction with Travelers, has arranged for one of the most comprehensive warranties in the industry. The following table describes the timelines and lengths of the “2/5/10” coverage:

Warranty Length	Coverage Description <i>(please consult the Travelers Guarantee Home Warranty Policy for more details)</i>
12 Months	Coverage for any defect in materials and/or labour
15 months	Coverage for any defects in materials and labour in the common property of a multi-unit building **
24 Months	Coverage for any defect in materials and labour supplied for the electrical, plumbing, heating, ventilation and air conditioning delivery and distribution systems. In addition, coverage for any defect in materials and labour supplied for the exterior cladding, caulking, windows and doors that may lead to detachment or material damage to the dwelling unit.
5 Year	Building Envelope Warranty
10 Year	Structural Defects Warranty

** Common property is considered all the areas outside of your home bounded by your strata lot. Should a dispute arise between the homeowner and the Developer regarding a warrantable construction item, both this Manual and the Traveler’s home warranty will serve as the standard to settle such disputes.

Deficiency and Warranty Repairs

There will only be one home orientation per suite. A subsequent purchaser will not have an opportunity to conduct a second walkthrough with the Developer. Further, all purchaser warranties will be linked to the initial sale closing date (see definition below). As such, a subsequent purchaser will only benefit from the unexpired portions of the warranties. For example, a subsequent purchaser's Year End Warranty will expire one year, less one day, after the initial sale closing date. Please refer to both the Year End and 2nd Year End Corrective Periods for warranty information. .

The closing date between the Developer and the purchaser will be called the "initial sale closing date".

Initial Orientation

The Customer Service Department will contact the purchaser to set up an initial orientation appointment to view the purchaser's new home. The target appointment date is approximately 1-8 weeks prior to the initial sale closing date. During the inspection, a customer service representative will:

- Introduce the purchaser to the various components of his/her new home (for example, water and gas shut off locations etc.); and
- Make a deficiency list of any outstanding construction deficiencies.

The Developer will endeavour to complete any outstanding deficiencies within a reasonable period *following* the initial sale closing date. As noted above, if the purchaser sells the unit after the orientation, he/she must inform the subsequent purchaser that the orientation has been conducted, and that only those deficiencies found during the initial orientation will be remedied.

It is not the responsibility of the Developer to obtain a subsequent purchaser's contact information. If the Developer cannot reach a subsequent purchaser, the file will be closed and the deficiencies deemed completed.

While the Developer may undertake to repair, replace or otherwise deal with a number of issues recorded that on the pre-occupancy form, that does not mean those issues will be covered by home warranty insurance in the event that the Developer does not follow through. Regardless of what a Developer might promise, home warranty insurance is limited to the correction of defects as set out in the policy and in the Homeowner Protection Act (Residential Construction Performance Guide, page 9).

Year End Corrective Period

One full year less one day after the initial sale closing date, the homeowner has a second opportunity to report warrantable defects (please see notes under “Corrective Period Rules and Regulations”). This is the best time to report defects such as cracking drywall and other cosmetic deficiencies due to shrinking and settling. To facilitate repairs, please complete and forward the “Service Request Form” found at the back of this Manual. Warrantable service requests will be entered into our database and dealt with in a timely manner (following the expiry of the Year End Corrective Period).

The Developer will not conduct a year-end inspection; it is the homeowner’s responsibility to report any warrantable deficiencies prior to warranty deadlines via procedures noted in this Manual.

Corrective Period Rules and Regulations

1. Requests for either emergency or non-emergency warranty service will only be honored if same are in writing. Homeowners must record all warrantable requests on the “Service Request Form” found at the end of this Manual. The homeowner must then either e-mail, mail or fax the form to the Developer using the e-mail/address/fax information noted on the form. If the homeowner mails the “Service Request Form”, he/she must do so by registered mail. We will not accept either emergency or non-emergency service requests that contravene this procedure.
2. The Developer must receive written request for warranty service on or before the day the applicable warranty expires. If the homeowner does not deliver his/her written request to the Developer on or before the day the applicable warranty period expires, then that warranty will be deemed expired. The Developer will begin inspecting non-emergency “Year End Corrective Period” warrantable items/”2nd Year End Corrective Period” warrantable requests after the applicable warranty period has expired.
3. M One Customer Service department will schedule warranty appointments during regular business hours - 7:00 AM to 2:00 PM, Monday through Friday (statutory holidays excluded).
4. The Developer will only attempt to contact a homeowner twice to arrange a warranty appointment. The Developer will use the owner contact information written on the “Service Request Form”. If the Developer does not hear back from the homeowner within a 30 day period, the warranty work will be considered complete and the file will be closed.
5. The homeowner must be present when the Developer is responding to either emergency or non-emergency warrantable claims. Please ensure that you schedule your service appointments so that you can remain at home until the repairs are completed.

6. The Developer, in its sole discretion, will determine whether or not a service request is warrantable.
7. The Developer will determine whether or not a call is an emergency. Emergencies may include:
 - Plumbing and/or gas leaks; or
 - A total loss of heat, electricity or water.

8. Before requesting emergency service, please refer to the “Troubleshooting Tips” section of this Manual.

Note: the Developer will not reimburse homeowners for warrantable emergency corrective actions that contravene the “Emergency Procedures” section of this Manual.

9. Maintenance duties such as sink plug cleanings and burnt out light bulbs will not be attended to, as this maintenance is normal wear and tear and the responsibility of the homeowner.

If the Developer is called to a suite to repair a plumbing clog that has been caused by a homeowner, the Developer will bill the homeowner for same.

10. Damages resulting from either inadequate or excessive suite heat will not be remedied. **For example, *laminated* damages** resulting from either inadequate or excessive suite heat will not be remedied under warranty. According to your flooring warranty, environmental conditions must be maintained with a temperature of 18°C-22°C and a humidity of 45%-65% at all times. For more information concerning your laminate floors, please refer to the flooring warranty and care guides attached hereto as Appendix 15.
11. Damages resulting from condensation and/or poor ventilation will not be remedied. Please review the “Avoiding Condensation Problems” literature attached hereto as Appendix 9. For further information, please visit www.cmhc.ca. From this site, search for the article “Measuring Humidity in Your Home”.
12. Tampering with the automatic bathroom fan will void your entire home warranty.
13. Tampering with your booster fan switch, by either setting it to the “off” position or otherwise disengaging it, will void your entire home warranty.
14. The Developer is not responsible for appliance repairs after the initial sale closing date. To facilitate an appliance repair, the owner must contact the appliance service company directly. Please refer to the “Appliances” section of this Manual for appliance service phone number(s). For product specific warranty/maintenance information, please refer to Appendix 2.

Please note: appliance companies may request the model or serial number of the appliance before booking a service call.

15. The Developer will only repair some warrantable items once during the term of the warranty (please refer to the “Protecting your Investment” section of this Manual for details regarding warranty policies/guidelines). For example, the Developer will come once, within the applicable warranty period, to remedy reported cracks in either the drywall or the ceiling. The homeowner will be responsible for remedying subsequent cracks, at the homeowner’s cost.
16. M One Customer Service will sign off on either a construction or warrantable deficiency if, in the Customer Service Department’s opinion, the applicable deficiency has been remedied to industry standards. The purchaser’s signature will not be required. Industry standards are outlined in the “Residential Construction Performance Guide” published by the Homeowner Protection Office (a branch of B.C. Housing). To view a copy of the guide, please visit www.hpo.bc.ca.
17. Be advised the Developer will invoice a homeowner for a service call if deficiencies were caused by an owner’s negligence or lack of maintenance.
18. The Developer is not responsible for third party damage.

2nd Year End Corrective Period

This is the final corrective period in the “2/5/10” warranty. During this period, the homeowner should only report defects in the electrical, plumbing, heating, and ventilation. In addition, any defect in materials and labour supplied for the exterior cladding, caulking, windows and doors that may lead to detachment or damage to the home are also warrantable. To facilitate repairs, please complete and forward the “Service Request Form” found at the back of this Manual. Either e-mail, mail or fax this form to the Developer using the e-mail/address/fax information indicated on the form. If the homeowner mails the “Service Request Form”, he/she must do so by registered mail. The Developer will use its best efforts to complete warranty repairs within a reasonable period of time (following the expiry of the 2nd Year End Corrective Period).

Please refer to the “Corrective Period Rules and Regulations” recorded under the “Year End Corrective Period”. Where applicable, they also apply to the “2nd Year End Corrective Period”. For example, if the homeowner does not deliver his/her written request to the Developer on or before the day the applicable warranty period expires, then that warranty will be deemed expired.

The Developer, in its sole discretion, will determine which “Corrective Period Rules and Regulations” apply to the “2nd Year End Corrective Period”.

Warranty Reporting After 2nd Year End Corrective Period

After the 2nd Year End Corrective Period, the warranty covering materials and labour is complete. Please refer to the Travelers warranty for a description of the remaining warranties.

Common Property and Limited Common Property

Service and warranty on all issues relating to areas outside of your home will be dealt with through the property manager. Please report any defects you notice to your property management company.

Property Insurance

Please contact a private insurance company directly to determine the type of insurance policy you require at closing. It is the responsibility of the owner to ensure proper insurance is purchased.

Condensation/Ventilation

When warm, moist air comes into contact with cooler surfaces, the moisture condenses. Outside we see this as dew; inside you may see it as a layer of moisture on glass windows and doors. This condensation comes from high humidity within the home, combined with low outside temperatures and inadequate ventilation.

Some experts have estimated that a typical new home contains many gallons of water. Water is part of lumber, concrete, drywall texture, paint, caulk, and other materials used in building. Wet weather adds more moisture. This moisture evaporates into the air as you live in your home, adding even more moisture to that which is already generated by normal living activities. Over time, this source of moisture will diminish.

To reduce in-suite moisture, please:

- Do not cover or interfere, in any way, with the fresh air supply to your suite;
- Keep the dryer exhaust hose clean and securely connected;
- Keep the dryer lint trap clean;
- Where applicable, do not interfere with the dryer booster fan. There may also be a booster fan disconnect switch (located beside/adjacent your dryer). If installed, do not turn it off. Failure to follow these instructions will void your entire home warranty;
- Develop the habit of running the hood fan when you are cooking;
- Run your bathroom fan(s) when taking a shower or bath. Continue running the fan(s) for approximately 1 hour following your shower or bath. Failure to follow this instruction may void your entire home warranty;
- Do not tamper with the main bathroom fan timer. It is wired to run 8 hours each day, between the hours of 9am and 5pm. Tampering with same will void your entire home warranty;
- Leave several windows slightly open during spring, summer, fall and winter. This will allow humidity to escape (we have found that the fan alone does not lower humidity enough during the wet, cold winter). This will also prevent excessive moisture from forming on the inside of your windows.

Keeping windows slightly open throughout the year will help:

- Keep the air in your suite fresh;
- Prevent damage to your possessions; and
- Prevent damage to your suite.

Avoid setting your thermostat at extreme temperatures. Heating your home will cause the materials to dry out faster, generating more moisture into the air. Drying materials out too fast also increases shrinkage cracks and separations. Conversely, keeping your heat at low temperatures will cause condensation to develop on areas where the surface temperature is lower than the dew point temperature (like window/door frames or cold corners). As a rule,

heat each room in your home and provide ventilation by opening windows. Do not try to save money by turning the heat off. Use a de-humidifier, if necessary.

Examples of condensation damage include:

- Mold growing on window frames, drywall and other surfaces (very unhealthy!);
- Cords on the window blinds swelling, making the blinds hard to operate and likely to break; and
- Water filling the bottom window track and damaging the drywall and wood sill beside it.

If your windows are fogged up or wet on the inside, you are damaging your home.

Normal activities may cause condensation. As you live in your home, your daily lifestyle contributes to the moisture in the air. Cooking, clothes washing and drying, bathing, showering, aquariums, plants (etcetera) all add water to the air in your home. Your daily routine can mitigate the amount of moisture in your home, and reduce condensation on interior surfaces. For more information, please review the “Avoiding Condensation Problems” literature attached hereto as Appendix 9. You may also visit www.cmhc.ca. From here, search for the article “Measuring Humidity in Your Home”.

Warranty Guidelines

Condensation usually results from weather conditions and a family's lifestyle. Damage caused by condensation is not covered by a home warranty. If the homeowner fails to follow the recommendations noted above, he/she will cause damage to the home - **for which the homeowner will be held accountable!** Further, in several instances, failure to comply with the recommended daily living habits will render the Developer's entire warranty null and void.

Troubleshooting Tips: Electrical

No electrical service anywhere in the home

Before calling for service, check to confirm that the:

- Service is not out in the entire area. If so, contact the utility company;
- Main breaker and individual breakers are all in the on position.

No electrical to one or more outlets

Before calling for service, check to confirm that the:

- Main breaker and individual breakers are all in the on position;
- Applicable wall switch is on;
- GFCI is set (see details on GFCIs, earlier in this section);
- Item you want to use is plugged in;
- Item you want to use works in other outlets;
- Bulb in the lamp is good.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

Troubleshooting Tips: Plumbing

No water anywhere in the home

Before calling for service, check to confirm that the:

- Main shut off in your home is open;
- Main shut off to the building is open;
- Individual shut-offs for each water-using item are open.

Leak involving one sink, tub, or toilet

- Confirm shower door or tub enclosure was properly closed;
- Turn water supply off to that item;
- Use other facilities in your home; report problem on next business day.

Back up at one toilet

- If only one toilet is affected, corrections can be carried out during normal business hours;
- Shut off the water supply to the toilet involved;
- Use a plunger to clear the blockage;
- If you've been in your home fewer than 30 days, contact M One's Customer Service Department (turn to "Emergency Procedures" tab); if you've been in your home over 30 days, contact a repair service. You will be responsible for the cost.

Electrical System

For electrical warranty and care information, please refer to Lilly Electric's "Warranty", Honeywell's "Programmable Wall Switch Installation and User Guide", Ouellet's "OFM Electric Baseboard Heater" literature, Ouellet's "OPPM Mini Patio Door Baseboard Heater", Kidde "Hardware Smoke and Carbon Monoxide Talking Alarm" and the Nuheat's "Solo User Guide" (penthouse only); these warranties/guides are attached hereto as Appendix 13.

Homeowner Use and Maintenance Guidelines

Know the location of the electrical breaker panel - it includes a main shut-off that controls all the electrical power to the home. Individual breakers control the separate circuits. Each breaker is marked to help you identify which breaker is connected to which major appliance, outlets, or other service. Should a failure occur in any part of your home, always check the breakers in the main panel box.

Main Electric Breaker Panel

An electrical breaker panel provides the main shutoff breaker for all the electricity in your home. The main electrical breaker panel is usually located in the second bedroom in your unit; please take the time to note its location.

Breakers

Circuit breakers have three positions: on, off, and tripped. When a circuit breaker trips, it must first be turned off before it can be turned on. Switching the breaker directly from tripped to on will not restore service.

Breakers Tripping

Breakers trip as a result of: plugging too many appliances into the circuit; a worn cord; a defective appliance; or operating an appliance with too high a voltage requirement for the circuit. The starting of an electric motor can also trip a breaker.

If a circuit trips repeatedly, unplug all items connected to it and reset same. If it trips when nothing is connected to it, you need an electrician. If the circuit remains on, one of the items you unplugged is defective and will require repair or replacement.

Buzzing

Fluorescent fixtures use transformer action to operate. This action sometimes causes a buzzing. Loud buzzing may mean the transformer needs to be replaced.

Fixture Location

We install light fixtures in the locations indicated on the plans. Moving fixtures to accommodate specific furniture arrangements or room use is your responsibility.

GFCI (Ground-Fault Circuit-Interrupters)

GFCI receptacles have a built-in element that senses fluctuations in power. Quite simply, the GFCI is a circuit breaker. Building codes require installation of these receptacles in bathrooms and kitchens (basically, areas where an individual can come into contact with water while holding an electric appliance or tool). One GFCI breaker can control up to three or four outlets. Each GFCI circuit has a test and reset button. Once each month, press the test button. This will trip the circuit. To return service, press the reset button. If a GFCI breaker trips during normal use, it may indicate a faulty appliance and you will need to investigate the problem. Heavy appliances are not plugged into a GFCI receptacle, as they will trip the GFCI breaker.

CAUTION: if you plug a refrigerator or food freezer into a GFCI-controlled outlet, the GFCI breaker will trip. The food stored in your fridge/freezer will be ruined. Our limited warranty coverage does not cover such damage.

Grounded System

Your electrical system is a three-wire grounded system. Never remove the bare wire that connects to the box or device.

Light Bulbs

You are responsible for replacing burned-out bulbs, other than those noted during your initial orientation. When you do replace bulbs, avoid exceeding the wattage indicated inside the fixture as this may cause a safety hazard and void the warranty on the fixture.

Modifications

If you wish to make any modifications, contact a qualified electrician. The strata corporation will have a complete list of contacts - you may also reference the electrical sub-trade noted in the "Trade Contacts" section of this Manual. Having another electrician modify your electrical system during the warranty period will void that portion of your limited warranty.

Outlets

If an outlet is not working, check first to see if it is controlled by a wall switch or GFCI. Next, check the breaker. If you cannot determine the cause of the failure, contact either the Developer (if the problem occurs within your warranty period), or a qualified electrician (if the problem occurs after the warranty has expired).

Thermostat

A Ouellet Line Voltage Thermostat has been installed in your home. If you have questions concerning your thermostat, please call Ouellet directly at either 1-800-463-7043 or www.ouellet.com.

Baseboard Heaters

For warranty and care information, please refer to Ouellet's "OFM Electric Baseboard Heater" and "OPPM Mini Patio Door Baseboard Heater" literature attached hereto as Appendix 13.

Nuheat (penthouse bathroom floors only)

For warranty and care information, please refer to Nuheat's "Solo User Guide" attached hereto as Appendix 13.

Bathroom Timer

Your main bathroom fan is controlled by a Honeywell EconoSwitch Programmable Wall Switch; for warranty and care guidelines, please refer to Honeywell's "Programmable Wall Switch Installation and User Guide", attached hereto as Appendix 13. If you require further assistance, please contact Honeywell's Customer Service at 1-480-353-3020.

As required by the British Columbia Building Code (BCBC), your main bathroom fan must run a minimum of 8 hours per day. This requirement can be increased, but it will never be decreased. To comply with this requirement, your main bathroom fan has been set to run between 9 am and 5 pm daily. Please be aware that tampering with the fan timer operation (and not meeting the minimum requirements) will void your entire home warranty.

Initial Orientation and Warranty Guidelines

During the initial orientation, we confirm that light fixtures are in acceptable condition and that all bulbs are working. The warranty excludes any fixture you supplied.

During the first two years of the warranty, the Developer will repair any:

- Electrical wiring that fails to carry its specified design load (with the exception of alarm pre-wiring); and
- Electrical outlet, switch or fixture that does not function as intended.

Please note this warranty does not cover:

- Food spoilage resulting from plugging refrigerators or freezers into a GFCI outlet;
- Power surges resulting from local conditions beyond the Developer's control. Power surges can result in burned-out bulbs or damage to sensitive electronic equipment such as TVs, alarm systems, and computers; or
- Damage resulting from lightning strikes.

Smoke Detectors

Each home is equipped with smoke detectors. Smoke detectors are installed in accordance with building codes, which dictate locations. The Developer cannot omit any smoke detectors, and you should not remove or disable same. The number of detectors per home depends upon the size of the home.

Testing your smoke detector is very important. The homeowner should:

- Test the smoke detector once a month;
- Hold the test button on the detector for 10 seconds to ensure that the device beeps or rings loudly;
- Avoid lighting candles under the detector to see if the alarm goes off. Repeated use of smoke to activate can cause detectors to fail when a real fire occurs;
- If applicable, change the batteries at least twice a year – at the start and end of daylight savings time is a good rule of thumb (also, if your smoke detector starts chirping or beeping, it's time to change the batteries); and
- Clean the smoke detector twice a year with a vacuum

Please remember, if your alarm goes off, you literally have seconds to respond. Your best response is to leave your home immediately and call 911 from a phone outside your home. For more information, please refer to the Kidde “Hardware Smoke and Carbon Monoxide Talking Alarm” attached hereto as Appendix 13.

ELECTRICAL SPECIFICATIONS

Your home is equipped with a fire alarm strobe light or a fire alarm speaker that is maintained by the strata. These lights/speakers are connected to the main fire alarm system and should never be obstructed or tampered with.

The Developer reserves the right to make changes to the following specifications. Any substitution of method or product shall be of equal or better quality than the original specification.

We used our best efforts to ensure the “Electrical Specifications” section is correct; however, we make no representations or guarantees, express or implied, as to the accuracy or completeness of the “Electrical Specifications” section.

Electric Baseboard Heater

Location: Where specified
Manufacturer: Ouellet
Supplier: Guillevin International
Installer: Lilly Electric
Model: OFM0508/ OFM0758/ OFM1008/
OFM1258/ OFM1508
Color: White

Mini Patio Door Baseboard Heater

Location: Where specified
Manufacturer: Ouellet
Supplier: Guillevin International
Installer: Lilly Electric
Model: OPPM1058/ OPPM1208
Color: White

Thermostat

Manufacturer: Ouellet
Supplier: Guillevin International
Installer: Lilly Electric
Model: OTL101C
Color: White

Heated floors: Penthouse Only

Location: Penthouse bathrooms
Model: Solo Programmable Dual Voltage Thermostat
Manufacturer: Nuheat
Supplier: Lilly Electric
Installer: Lilly Electric

Econoswitch Programmable Wall Switch

Location: Bathroom
Manufacturer: Honeywell
Supplier: Guillevin International
Installer: Lilly Electric
Model: PLS730B1003
Color: White

Kidde Hardwire Smoke and Carbon Monoxide Talking Alarm

Location: Where specified
Manufacturer: Kidde
Supplier: Lilly Electric
Installer: Lilly Electric
Model: 900-0119

Plumbing System

For warranty and maintenance instructions, please refer to Ocean Park Mechanical's "Guarantee", Badger 1 Insinkerator "Specification and Warranty Guide", Danze's "Warranty Information", Kohler's "Warranty Information", Broan's "Ventilation Fan Maintenance and Warranty" literature, Carrier's "Standard Product Warranty" (penthouse only), Carrier's "Product Data" (penthouse only) and Carrier's filter sizes for penthouse heat pump/fan coil units. This information has been attached hereto within Appendix 19.

Homeowner Use and Maintenance Guidelines

Your plumbing system has many parts, most of which require little maintenance. Proper cleaning, occasional minor attention, and preventive care will assure many years of good service from this system.

Aerators

Even though your plumbing lines have been flushed to remove dirt and foreign matter, small amounts of minerals may enter the line. Aerators on the faucets strain much of this from your water. Minerals caught in these aerators may cause the faucets to drip because washers wear more rapidly when they come in contact with foreign matter. Please note that as part of normal maintenance, you will need to occasionally clean your aerator.

Carrier Heat Pump and Fan Coil – Penthouse only

For more information, please refer to the standard product warranty and data sheets included in Appendix 19. Owners should service their Carrier heat pump/fan coil unit every six months; filters should be changed every three months. Appendix 19 outlines filter sizes required for the various heat pump/fan coil units.

Cleaning

Follow manufacturer's directions for cleaning fixtures. Avoid abrasive cleansers. They remove the shiny finish and leave behind a porous surface that is difficult to keep clean. Clean plumbing fixtures with a soft sponge and soapy water (a nonabrasive cleaner or a liquid detergent is usually recommended by manufacturers). Then polish the fixtures with a dry cloth to prevent water spots.

Clogs

Many plumbing clogs are caused when foreign materials are inserted into plumbing lines. Examples of foreign materials include disposable diapers, excessive amounts of toilet paper, sanitary supplies, q-tips, dental floss, and children's toys. Improper garbage disposal use also causes many plumbing clogs. Always use plenty of cold water when running the disposal. Allow the water to run 10 to 15 seconds after shutting off the disposal. You can usually clear

clogged traps with a plumber's helper (plunger). If you use chemical agents, follow directions carefully to avoid personal injury or damage to the fixtures. Waste materials, including grease, fat and petroleum products, should never be disposed of via the plumbing system. These materials will accumulate in the piping, especially in the p-traps, and can significantly reduce the flow of water through the waste system. These substances are also very detrimental to the municipal sewage treatment systems. To clean a drain stopper (usually found in bathroom sinks), loosen the nut under the sink at the back, pull out the rod attached to the plunger and lift the stopper. Clean and return the mechanism to its original position.

Low Flush Toilets

Due to conservation efforts and by-law regulations, today's toilets use less water. In fact, today's toilets use 2/3 less water than the old standard toilets. As a result, flushing twice is occasionally necessary to completely empty the toilet bowl. Rest assured, even when you flush twice, you are saving water and complying with the law.

Low flush toilets may clog more easily. As such, it is recommended that you do not dispose of large volumes of paper or any feminine products in the toilet.

Water Flow Restrictors

Water flow restrictors are manufactured into most faucets and all showerheads and cannot be removed. We apologize for any inconvenience this may cause.

Dripping Faucet

You can repair a dripping faucet by shutting off the water at the valve directly under the sink, then removing the faucet stem, changing the washer, and reinstalling the faucet stem. The showerhead is repaired the same way. Replace the washer with another of the same type and size. You can minimize the frequency of this repair by remembering not to turn faucets off with excessive force. Please note that some manufacturers do not use rubber washers.

Extended Absence

If you plan to be away for an extended period, you should shut off the main water supply to your home. The main shutoff is located behind the shutoff panel, which will be pointed out to you on your initial orientation. Do not shut off the heating valve.

Freezing Pipes

Provided the home is heated at a normal level (above 18°C), pipes should not freeze.

Leaks

If a major plumbing leak occurs, the first step is to turn off the supply of water to the area involved. This may mean shutting off the water to the entire home. Then contact the strata corporation or your property manager.

Main Shut-Off

The water supply to your home can be shut-off entirely at your main shutoff valve. We will point out the location during your initial orientation.

Porcelain

You can damage porcelain enamel by either scratching or hitting it. Do not stand in the bathtub wearing shoes unless you have placed a protective layer of newspaper/plastic over the bottom of the tub. If you splatter paint onto the porcelain enamel surfaces during redecorating, wipe it up immediately. If a spot dries before you notice it, use a recommended solvent.

Running Toilet

To stop running water, check the shut-off float in the tank. You will most likely find it has lifted too high in the tank, preventing the valve from shutting off completely. In this case, gently bend the float rod down until it stops the water at the correct level. The float should be free and not rub the side of the tank or any other parts. Also check the chain on the flush handle. If it is too tight, it will prevent the rubber stopper at the bottom of the tank from sealing, resulting in running water.

Shower Diverter

The shower must be turned off using the shower handle – not the diverter.

Shut-Offs

Each toilet has a shut-off on the water line under the tank. Hot and cold shut-offs for each sink are on the water lines under the sink.

Stainless Steel

Clean stainless steel sinks with soap and water to preserve their luster. Avoid using abrasive cleaners or steel wool pads, as these will damage the finish. Prevent bleach from coming into prolonged contact with the sink as it can pit the surface. An occasional cleaning with a good stainless steel cleaner will enhance the finish. Rub in the direction of the polish or grain lines and dry the sink to prevent water spots.

Avoid leaving produce on a stainless steel surface, since prolonged contact can stain the finish. Also avoid using the sink as a cutting board; sharp knives will gouge the finish.

Local water conditions affect the appearance of stainless steel. A white film can develop on the sink if you have over-softened water or water with a high concentration of minerals. In hard water areas, a brown surface stain can form appearing like rust.

Tank Care

Avoid exposing the toilet to blows from sharp or heavy objects, which can cause chipping or cracking. Avoid abnormal pressures against the sides of the tank. It is possible to crack the tank at the points where it is attached to the bowl.

Temperature

Expect temperatures to vary if water is used in more than one location in the home at the exact same time.

Winterizing Instructions

If your unit includes an exterior hose bib (ie. a balcony faucet), you will need to ensure it is winterized properly. Although exterior hose bibs are typically “frost free”, hoses must be disconnected from hose bibs PRIOR to freezing temperatures. If they are not, damages may include a broken faucet and/or plumbing line, which can lead to a water leak within your unit. Water may also flow to units below yours! Damages resulting from failure to winterize will not be covered under our warranty program.

Initial Orientation and Warranty Guidelines

During the initial orientation, we will confirm that all plumbing fixtures are in acceptable condition and are functioning properly, and that all faucets and drains operate freely.

We will repair deficiencies as follows:

Broken Shower Diverter

The Developer will not replace a diverter that has been damaged by a homeowner.

Clogged Drain

The Developer will correct clogged drains that occur within 30 days of the initial sale. If we are called to a suite to repair a clog that has been caused by the homeowner, we will bill the homeowner for the cost of removing the clog. Please note this includes toilet and sink clogs caused by the homeowner. After the first 30 days, the homeowner is responsible for correcting clogged drains, at his/her cost.

Cosmetic Damage

The Developer will correct any fixture damage noted during the initial orientation. Repairing chips, scratches, or other surface damage noted subsequent to the initial orientation will not be repaired by the Developer.

Leaks

The Developer will repair leaks in the plumbing system that occur within the two-year warranty period. The warranty begins on the closing date when the unit is first sold. If a plumbing leak caused by a warranted item results in drywall or floor covering damage, we will repair or replace items that were part of the home as originally purchased. We do not make adjustments for secondary damages (for example, damage to wallpaper, drapes, and personal belongings). Insurance should cover these items.

Noise

Changes in temperature or the flow of the water itself will cause some noise in the pipes. This is normal and requires no repair. We will repair persistent water hammering that occurs within the first two years of the warranty. Again, the warranty begins on the closing date when the unit is first sold.

PLUMBING SPECIFICATIONS

The Developer reserves the right to make changes to the following specifications. Any substitution of method or product shall be of equal or better quality than the original specification.

We used our best efforts to ensure the “Plumbing Specifications” section is correct; however, we make no representations or guarantees, express or implied, as to the accuracy or completeness of the “Plumbing Specifications” section.

Toilet and Sinks

Residential Toilet

Location: All Bathrooms
 Application: Water Closet
 Manufacturer: Kohler
 Supplier: Emco
 Installer: Ocean Park Mechanical
 Series: Persuade
 Type: K-4353 Dual Flush ER Bowl
 K- 4441 White Dual Flush Tank
 Color: White
 Seat: Brevia K-4664 Elongated Toilet Seat

Kitchen Sink

Location: Kitchen
 Application: Sink
 Manufacturer: Kohler
 Supplier: Emco
 Installer: Ocean Park Mechanical
 Series: Vault K-3820
 Color: Stainless Steel
 Dimensions: 33” L X 22” W

Food Waste Disposer

Location: Kitchen
 Application: Sink
 Manufacturer: Emerson Appliance Solutions
 Supplier: Ocean Park Mechanical
 Installer: Ocean Park Mechanical
 Model: Badger Insinkerator 1

Bathroom Sink

Location: All Bathrooms
 Application: Countertop Lavatory
 Manufacturer: Kohler
 Supplier: Emco
 Installer: Ocean Park Mechanical
 Series: Archer K-2356
 Color: White
 Dimensions: 22 5/8” X 19 7/16”

Bathroom Sink (Penthouse Only)

Location: Penthouse Bathroom
 Application: Under Mount Sink
 Manufacturer: Kohler
 Supplier: Emco
 Installer: Ocean Park Mechanical
 Series: Verticyl K-2882
 Color: White
 Dimensions: 15 5/8” X 19 13/16”

Tubs and Showers

Residential Bathtub

Location: Bathrooms with Tubs
Application: Bathtub
Manufacturer: Hytec
Supplier: Emco
Installer: Ocean Park Mechanical
Series: Wellbrook AC3745L/R
Color: White
Dimensions: 60" X 30" X 22" H

Residential Shower Base

Location: Bathrooms with Showers
Application: Shower Base
Manufacturer: Sterling
Supplier: Emco
Installer: Ocean Park Mechanical
Series: 72141110/ 72141120
Color: White
Dimensions: 60" X 30"

Faucets

Residential Faucet 1

Location: Kitchen
Application: Kitchen Faucet
Manufacturer: Danze
Supplier: Emco
Installer: Ocean Park Mechanical
Series: D457158
Finish: Chrome

Residential Faucet 2

Location: All Bathrooms
Application: Sink Faucet
Manufacturer: Kohler
Supplier: Emco
Installer: Ocean Park Mechanical
Series: K-14402-4A
Finish: Chrome

Residential Faucet 3

Location: All Bathrooms with Tub Showers
Application: Tub/ Shower Faucet
Manufacturer: Kohler
Supplier: Emco
Installer: Ocean Park Mechanical
RI Valve Transmitter: KP304-KS
Shower Head Arm: K7395
Shower Head: K965
Tub Spout: K15136-S
Tub/ Shower Head Trim: KT14423-4
Finish: Chrome

Residential Faucet 4

Location: All Bathrooms with Showers
Application: Shower Faucet
Manufacturer: Kohler
Supplier: Emco
Installer: Ocean Park Mechanical
RI Valve Transmitter: K687-K
Hand Shower: K8487
Shower Head: K10121
Shower Head Arm: K7396
Valve Trim Kit Transmitter: KT14423-4
Finish: Chrome

Dryer Booster Fan

Location: Above dryer
Supplier: DDK Ventilation Products
Installer: Ocean Park Mechanical

Heat Pump: Penthouse Only

Manufacturer: Carrier
Supplier: Ocean Park Mechanical
Installer: Ocean Park Mechanical

Base Series Fan Coil: Penthouse Only

Manufacturer: Carrier
Supplier: Ocean Park Mechanical
Installer: Ocean Park Mechanical

Appliances

Homeowner Use and Maintenance Guidelines

For appliance warranty and care information, please refer to the product manuals attached hereto as Appendix 2. Be sure to check the product manuals for durations and types of warranty coverage provided.

Initial Orientation and Warranty Guidelines

During your initial orientation, the Developer will confirm appliances are in working order. Post-closing, the owner will be responsible for initiating service calls relating to appliance repairs. Please note the service technician will ask you to provide the model and serial number for your defective appliance – please make a note of same prior to initiating a service call.

Please note your dryer's performance will be affected by the amount of lint in the lint trap. As such, please clean your dryer lint trap after every use. Failure to do so may also create a fire hazard.

M One's appliances were supplied by Whirlpool and Trail. Whirlpool provided all of the appliances with the exception of the wine cooler, which was procured from Trail. Please contact Whirlpool at 1-800-807-6777 to initiate a service call on your Whirlpool appliance(s); please contact Trail directly at (604) 777-3300 – ext 2 if you are experiencing problems with your wine cooler.

Where information in this manual contradicts information in the product manuals, please defer to the latter. You can also find warranty and service information on the manufacturer's websites, the links to which can be found at www.whirlpoolappliances.ca and www.trailappliances.com.

Remember to mail in any registration cards you receive. Being in the manufacturer's records system ensures that the company will contact you in the event of a product recall. Warranty registration may also be necessary to validate warranties.

Stainless Steel Care

Clean stainless steel with soap and water to preserve the luster. Avoid using abrasive cleaners or steel wool pads, as these will damage the finish. Prevent bleach from coming into prolonged contact with the stainless steel as it can pit the surface. An occasional cleaning with a good stainless steel cleaner will enhance the finish. Rub in the direction of the polish or grain lines and dry the surface to prevent water spots.

THE APPLIANCE WARRANTY WILL BE VOID IF, *DURING THE WARRANTY PERIOD*, AN OWNER DOES NOT CONTACT THE APPLICABLE WARRANTY PROVIDER NOTED ABOVE.

AN OWNER MAY *NOT* RETAIN A SERVICE COMPANY, OTHER THAN THE APPLICABLE COMPANY NOTED ABOVE, TO SERVICE A WARRANTABLE REPAIR.

APPLIANCE SPECIFICATIONS

The Developer reserves the right to make specification changes, as per the contract of purchase and sale. Any substitution of method or product shall be of equal or better quality than the original specification.

We used our best efforts to ensure the “Appliance” section is correct; however, we make no representations or guarantees, express or implied, as to the accuracy or completeness of the “Appliance” section.

Appliance

Fridge:

Make: KitchenAid
Supplier: Whirlpool
Model Number: KBFS22EWMS
Color: Stainless Steel
Height: 70 1/8 inches
Depth: 32 5/8 inches
Width: 35 5/8 inches

Range: Penthouse Only

Make: KitchenAid
Supplier: Whirlpool
Model Number: KDRS467VSS
Color: Stainless Steel
Height: 35 3/4 inches
Depth: 29 9/16 inches
Width: 35 3/4 inches

Fridge: Penthouse Only

Make: KitchenAid
Supplier: Whirlpool
Model Number: KFIS20XVMS
Color: Monochromatic Stainless Steel
Height: 70 1/16 inches
Depth: 29 3/16 inches
Width: 35 5/8 inches

Cooktop:

Make: KitchenAid
Supplier: Whirlpool
Model Number: KGCK306VSS
Color: Stainless Steel
Height: 2 7/8 inches
Depth: 21 1/4 inches
Width: 31 7/16 inches

Wall Oven

Make: KitchenAid
Supplier: Whirlpool
Model Number: KEBS177SSS
Color: Stainless Steel
Height: 28 3/4 inches
Depth: 29 9/16 inches
Width: 26 3/4 inches

Slide Out Range Hood

Make: KitchenAid
Supplier: Whirlpool
Model Number: KXU2830YSS
Color: Stainless Steel
Height: 9 13/16 inches
Depth: 12 7/8 inches
Width: 30 inches

Range Hood: Penthouse Only

Make: KitchenAid
Supplier: Whirlpool
Model Number: KXW8736YSS
Color: Stainless Steel
Height: 18 inches
Depth: 25 inches
Width: 36 inches

Dishwasher:

Make: KitchenAid
Supplier: Whirlpool
Model Number: KUDS30FX
Color: Stainless Steel
Height: 34 1/2 inches
Depth: 24 1/2 inches
Width: 23 7/8 inches

Microwave:

Make: KitchenAid
Supplier: Whirlpool
Model Number: KCMS1555SSS
Color: Stainless Steel
Height: 12 1/2 inches
Depth: 17 1/8 inches
Width: 21 7/8 inches

Wine Cooler:

Make: Danby
Supplier: Trail
Model Number: DWC114BLSDD
Color: Stainless Steel
Height: 33 1/8 inches
Depth: 24 15/16 inches
Width: 19 7/16 inches

Washer:

Make: Whirlpool
Supplier: Whirlpool
Model Number: WFW9050XW
Color: White
Height: 36 inches
Depth: 30 1/2 inches
Width: 27 inches

Dryer:

Make: Whirlpool
Supplier: Whirlpool
Model Number: WED9050XW
Color: White
Height: 36 inches
Depth: 29 inches
Width: 27 inches

**Please remember to clean your dryer lint traps after every use. Failure to do so may result in poor dryer performance.*

Trim Kit:

Make:
Supplier: Whirlpool
Stainless Steel MK1157XVS

Protecting your Investment

No home is maintenance free. Maintaining your home properly will extend the life of your asset. If you are not comfortable performing routine or specific maintenance, you may wish to hire a professional at your own cost.

This section describes routine maintenance procedures for your home's many components; it also provides information on home component warranties.

Manufacturer's Literature

The products installed in your home come with manufacturer's warranty and care guidelines – please take the time to read them. These guidelines form a part of this Manual and are attached hereto as Appendices 1- 24. The information contained in the manufacturer's literature will not be repeated here.

We make every effort to keep the information in this Manual current. If any detail in our Manual conflicts with the manufacturer's information or recommendations, follow the manufacturer's recommendations.

Remember to activate specific manufacturer's warranties by completing and mailing in registration cards (which should be located in the manufacturer's literature). In some cases, manufacturer's warranties may extend beyond the first year; therefore, it is in your best interest to know about such coverage.

Alarm System

Alarms have been installed in M One penthomes and third floor suites. The company retained to complete the material and labour installation was D & L Security. Please refer to Appendix 3 for alarm system warranties. Please remember to test your alarm on a regular basis - once a month is a good rule of thumb.

To activate monitoring, please contact either D & L Security Systems ((604) 808-7857) or an alternate alarm company of your choice. You will be responsible for all costs.

To report any warrantable defects during the warranty period, please contact D & L Security Systems directly.

The Developer makes no representation that an alarm system will provide the protection for which it is installed or intended.

Appliances

For appliance care, warranty and specification information, please refer to both Appendix 2 and the “Appliance” section of this Manual.

*The Developer is not responsible for repairs to appliances after title is transferred.

*Please remember to clean your dryer lint traps after every use. Failure to do so may result in poor dryer performance.

Balconies and Terraces

It is the homeowner’s responsibility to keep their balcony area free and clear of debris. In order to prevent a buildup of algae, a homeowner can treat the surface of the deck with a light bleach solution. Remember to spray the solution away from plants. If the solution comes in contact with plants; rinse thoroughly with water.

LIGHT BLEACH SOLUTION:

Warm Water	3.3 L
Liquid Bleach	1.1 L
Trisodium Phosphate	150ml
Liquid Detergent	150ml (phosphate free)

Bathroom Accessories

For warranty and care information, please refer to Taymor’s “Bathware Limited Warranty”, attached hereto as Appendix 4.

Bathroom Fan Timer

As required by the British Columbia Building Code (BCBC), principal exhaust fans, such as those in the main bathrooms, must be on for a minimum of 8 hours per day. This requirement can be increased, but it will never be decreased. To comply with this requirement, your main bathroom fan has been set to run between 9 am and 5 pm daily. Please be aware that tampering with the fan timer operation (and not meeting minimum requirements) will void the entire home warranty.

If you lose power, and need to reset your timer, please refer to the Honeywell “Programmable Wall Switch Installation and User Guide” attached hereto as Appendix 13.

Blinds

For warranty and care information, please refer to the Forever Window Screens and Blinds “Warranty and Maintenance” attached hereto as Appendix 5.

Here are some additional care tips:

Maintenance & Cleaning

Clean blind surface with mild soap solution. For simple dusting or cleaning, use a light feather duster.

Do not use: steam, hot water, bleach, or any abrasive or solvent based cleaners. Do not wash metallic colors.

Cabinets

For warranty and care information, please refer to IMAC’s “Warranty”, IMAC’s “Cabinets Care and Maintenance Guide” and Newpro’s “Maintenance Guide”. These warranties and guidelines have been attached hereto as Appendix 6.

For additional care tips, please review the following. Where these tips contradict information found in the manufacturer’s literature, please defer to the latter.

Grain Differences

Your home contains wood or wood veneer cabinets. Due to the natural variations in wood (and the way wood takes stain), you must expect grain or colour differences between and within the cabinet components.

Hinges

If hinges catch or drawer glides become sluggish, a small amount of silicone lubricant will improve their performance.

Moisture

Cabinet surfaces can become damaged or warped when moisture generating appliances are placed too close to the cabinet (such as a crock-pot or kettle). When operating such appliances, place them in a location that is not directly under a cabinet. Please note: we will not correct damage to cabinets due to heat/moisture generating appliances.

Initial Orientation and Warranty Guidelines

During your initial orientation, we will confirm that all cabinet parts are installed and that their surfaces are in acceptable condition. During the limited warranty period:

Separations

We will correct gaps between either the cabinets and the ceiling, or the cabinets and walls by caulking same if the gap exceeds 1/8 inch (locations behind appliances are exempted from this repair).

Warping

If doors or drawer fronts warp in excess of 1/4 inch within 24 inches, we will correct this by adjustment or replacement. Please note: the warranty coverage will not apply to cabinets that warp as a result of heat damage from a stove, kettle or other heat/moisture generating appliance.

Wood Grain

As previously stated, readily noticeable variations in wood grain and colour are normal in all wood or wood veneer selections. Replacements are not made due to such variations.

Carpet

For warranty and care information, please refer to Ploutos Enterprise's "Labor and Materials Warranty", Beaulieu Canada's "10 Year Limited Residential Carpet Wear Warranty", Coronet's "Warranty Program and Carpet Care Guide" and Coronet's "Caring for your Carpet" literature. These documents are attached hereto as Appendix 7.

For additional care tips, please review the following. Where these tips contradict information found in the manufacturer's literature, please defer to the latter.

Burns

Take care of any kind of burn immediately. First snip off the darkened fibers, then use a soap less cleaner and sponge with water. If the burn is extensive, talk with a professional about replacing the damaged area.

Filtration

If interior doors are kept closed while fans are operating, air circulation from the closed room flows through the small space at the bottom of the door. This forces the air over the carpet fibers, which in turn act as a filter, catching particulate pollution. Over time, a noticeable stain develops at the threshold.

Fuzzing

In loop carpets, fibers may break. Simply clip the excess fibers. If fuzzing continues, call a professional.

Pilling

Pilling or small balls of fiber can appear on your carpet, depending on the type of carpet fiber and the type of traffic. If this occurs, clip off the pills. If they cover a large area, seek professional advice.

Rippling

With wall-to-wall carpeting, high humidity may cause rippling. If the carpet remains rippled after the humidity has left, have a professional re-stretch the carpeting using a power stretcher, not a knee-kicker.

Seams

Carpet usually comes in 12-foot widths, making seams necessary in most rooms. Visible seams are not a defect unless they have been improperly made or unless the material has a defect, making the seam appear more pronounced than normal. The more dense and uniform the carpet texture, the more visible the seams will be.

Carpet styles with low, tight naps result in the most visible seams. Seams are never more visible than when the carpet is first installed. Usually with time, use, and vacuuming the seams become less visible.

Shedding

New carpeting, especially pile, sheds bits of fiber for a period of time. Eventually these loose fibers are removed by vacuuming. Shedding usually occurs more with wool carpeting than with nylon or other synthetics.

Snags

Sharp-edged objects can grab or snag the carpet fiber. When this occurs, cut off the snag. If the snag is especially large, call a professional.

Sprouting

Occasionally you may find small tufts of fiber sprouting above carpet surface. Simply use scissors to cut off the sprout. Do not attempt to pull it, because other fibers will come out in the process.

Stains

Dark carpet stains around room perimeters, stairs, or at heating registers are commonly called “carbon black”. These stains often result from airborne carbon material settling out on synthetic or magnetic surfaces such as television screens, carpets and magnetic seals on refrigerators. Light coloured synthetic carpets accentuate this condition.

For information regarding stain removal, please refer to Appendix 7.

Static

Cooler temperatures outside often contribute to static electricity inside. To avoid the problem, look for carpets made with anti-static. You can also install a humidifier to help control static build-up.

Initial Orientation

During your initial orientation, we confirm that your carpet is in acceptable condition. We will correct stains or spots noted at this time by cleaning, patching or replacement. In some areas, metal or other edging material may be used where the carpet meets with another floor covering.

Please note we are not responsible for:

Carpet seams – carpet seams will be visible. We will only repair carpet gaps or frays noted during the initial orientation.

Dye lot variations, - the Developer is not responsible for dye lot variations if replacements are made.

Caulking

Over time, you may notice gaps in your caulking around plumbing fixtures, windows, backsplashes etc. Maintaining a good seal is important to prevent moisture problems. Caulking touch ups are the homeowner's responsibility; please ensure you monitor same and perform touch ups on an as need basis.

Closet Shelves and Organizers

For warranty and care information, please refer to the Glass World "Warranty" attached hereto as Appendix 8.

Condensation

Please refer to the "Condensation/Ventilation" section of this Manual. It is important you read and understand this section; if you have any questions, please contact M One Customer Service at (604) 895-0428.

Corkboard Wall Covering

For warranty and care information, please refer to Forbo's "Limited 5 Year Warranty", attached hereto as Appendix 10.

Cleaning

Clean wall covering with a sponge; using a neutral pH cleaning solution. Do not use abrasive cleaners. Rinse thoroughly with water and let dry before cleaning.

Countertops

For countertop warranty and care information, please refer to IMAC's "2 Year Limited Warranty on Stone Counter Tops" and IMAC's "Natural Stone Countertop Maintenance & Care Guide". These warranties and care guides are included in Appendix 11.

It is extremely important to review and implement recommended care requirements. If countertops are not cared for in accordance with IMAC's guidelines, IMAC's warranty covering same may be void. If you have *ANY* questions about the maintenance of your natural stone countertops, please contact IMAC directly at (604) 324-8288.

Here are some additional care tips:

Cutting Board

Use a cutting board to protect your counters when you cut or chop. Protect the counter from heat and from extremely hot pans. If you cannot put your hand on it, do not put it on the counter.

Caulking

Caulking between the countertop and the wall, along the joint at the backsplash and around the sink may shrink, leaving a slight gap. Maintaining a good seal in these locations is important to keep moisture from reaching the wood under the countertops and prevent warping.

Mats

Rubber drain mats can trap moisture beneath them, causing the discoloration of granite. Dry the surface as needed.

Cleaning

Keeping your natural stone clean is critical to maintaining the original appearance of your countertop. "Don't just pick up any cleaner from your local grocery store and use it to clean your stone and grout. You would be surprised how many cleaners contain at least trace amounts of acid that can cause quick or eventual damage to fine stone and grout. Most stone and ceramic tile outlets carry cleaners that are specially designed to properly care for these fine surfaces (IMAC)."

A stone cleaner may be purchased through the IMAC store, at the address noted below.
11488 Eburne Way
Richmond, B.C.
604-324-8288

Natural Stone Sealing, Where Applicable

For sealing instructions, please refer to the IMAC literature included in Appendix 11. Sealants may be purchased through the IMAC store. If you require additional information, please contact IMAC directly.

Keeping your natural stone sealed is critical to maintaining your countertop's original appearance. Material should be re-sealed until it no longer accepts additional sealant. Coats of sealant are usually applied 24 hours apart, so that the sealant may soak in and harden. This process of re-sealing will help eliminate stains from occurring. Where applicable, countertops are factory sealed; however, they will require frequent re-sealing throughout their life span. Sealing should be re-applied once a year for granite products, and more often for marble and limestone products.

Initial Orientation and Warranty Guidelines

During your initial orientation, we confirm that all countertops are in acceptable condition. Please remember that stone countertops are a natural product, and will have variations in grain and texture. Stone surfaces may even have fissures and/or tiny pinholes. Grain variations, fissures and tiny pinholes are all acceptable conditions, as they occur naturally in the formation of stone.

We will repair the following surface damage noted during the initial orientation:

- Chips; and
- Cracks that extend from the surface of the slab, into the stone and through the grain. All other cracks will be deemed fissures, and will not be repaired.

Repair of surface damage noted subsequent to closing is one of your home maintenance responsibilities.

Separation from Wall

Separation of countertops from walls, backsplash, and around sinks results from normal shrinkage of materials. The Developer will re-caulk reported areas one time during the Year End Corrective Period (see the "Warranty" tab). Subsequently caulking will be your home maintenance responsibility.

Disposal- Food Waste

For warranty and care information for your garburator, please review the Badger 1 Insinkerator “Specification and Warranty Guide” attached hereto as Appendix 19.

Doors

For warranty and care information, please refer to Crown Door’s “Door and Hardware Warranty”, Jeldwen’s “Limited Warranty” and Jeldwen’s “Door Maintenance” attached hereto as Appendix 12.

Wood doors are subject to natural characteristics of wood, such as shrinkage and warping. Natural fluctuations caused by humidity, showers, dishwashers, temperature extremes, etc. can result in interior doors needing minor adjustments. To best care for your home’s doors, please read the tips listed below:

Bi-Fold Doors, where applicable

Interior bi-folds sometimes stick or warp because of weather conditions. Apply a silicone lubricant to the tracks to minimize this inconvenience.

Failure to Latch

If a door will not latch because of minor settling, you can correct this by making a new opening in the jamb for the latch plate (re-mortising), and raising or lowering the plate accordingly.

Hinges

You can remedy a squeaky door hinge by removing the hinge pin and applying a bit of grease to it. Avoid using oil, as it can gum up or attract dirt. Failing to lubricate hinges will cause them to wear and deposit black soot on the carpet or flooring.

Shrinkage

Use putty, filler, or latex caulk to fill any minor separations that develop at mitered joints in door trim. Follow with painting. Panels of wood doors shrink and expand in response to changes in temperature and humidity. Touching up the paint or stain is your home maintenance responsibility.

Slamming

Slamming doors can damage both doors and jambs and can even cause cracking in walls. Avoid slamming doors.

Sticking

The most common cause of a sticking door is the natural expansion of lumber caused by changes in humidity. During a damp season, a door may stick more frequently. Do not plane the door during this time unless it continues to stick after the weather changes.

Before planning a door because of sticking, try two other steps: first, apply either a paste wax, a light coat of paraffin, or candle wax to the sticking surface; or second, tighten the screws that hold the door jamb or door frame. If planing is necessary even after these measures, use a sanding sponge to smooth the door and paint the sanded area to seal against moisture.

Warping

If a door warps slightly, keeping it closed as much as possible often returns it to normal.

Weather Stripping

Weather stripping (sealer around door opening) and exterior door thresholds (bottom plate of door) occasionally require adjustment or replacement.

Initial Orientation and Warranty Guidelines

During the initial orientation, we confirm that all doors are in acceptable condition and correctly adjusted. We will repair construction damage to doors noted on the initial orientation list.

Please note, the following door defects are covered by a one year limited warranty:

Panel Shrinkage

Panels of wood doors shrink and expand in response to changes in temperature and humidity. Although touching up the paint or stain is your home maintenance responsibility, we will repair split panels that allow light to be visible during the first year.

Warping

The Developer will repair doors that warp in excess of 1/4 inch during the first year warranty period, within our warranty procedure.

If, in the Developer's sole discretion, a door is damaged as a result of occupant neglect or misuse, the Developer will invoice the owner for the service call.

Dryer Booster Fan

A booster fan has been installed to work in concert with the dryer. This fan will engage when the dryer is turned in order to assist moving condensation out of the building. If a disconnect switch has been installed in the laundry closet, please leave it in the "on (up) position".

PLEASE BE AWARE THAT TAMPERING WITH THE BOOSTER FAN AND/OR THE BOOSTER FAN SWITCH MAY VOID YOUR ENTIRE HOME WARRANTY.

The M One booster fan was supplied by Ocean Park Mechanical. Ocean Park Mechanical purchased the fan from DDK Ventilation Products Ltd. The booster fans are wired to a "current" sensor: when you turn the dryer on, the booster fan turns on and runs for a period of time. After the dryer shuts off, the fan will continue to run for approximately 15 minutes ("time delay").

Drywall and Ceilings

Please review the following drywall maintenance tips:

The ceilings in your home are easy to maintain: periodically remove dust or cobwebs as part of your normal cleaning and repaint as needed.

Repairs

With the exception of limited one-time repair service provided by the Developer (see below), care of drywall is your maintenance responsibility. Most drywall repairs can be easily made. This work is best done when you redecorate the room.

Repair hairline cracks with a coat of paint. You can repair slightly larger cracks with drywall filling compound. To correct a nail pop, reset the nail with a hammer and punch. Cover it with drywall filler, which is available at paint and hardware stores. Apply two or three thin coats. When dry, sand the surface with fine-grain sanding sponge, and then paint. You can fill indentations caused by sharp objects in the same manner.

Initial Orientation and Warranty Guidelines

During the initial orientation, we confirm that drywall surfaces meet industry standards. The "6 foot, 2 second" rule will apply. Briefly, the "6 foot, 2 second" rule states that a drywall imperfection will only be repaired if you can see same from a standing distance of 6 feet and within a time frame of 2 seconds. If not, it is not a defect.

The Developer will not repair drywall damage caused after ownership is transferred from the Developer to the homeowner. Repair of drywall damage caused after completion is one of the homeowner's maintenance responsibilities. Please note it is our experience that drywall surfaces may be damaged during the move in process. As such, please instruct your movers to use extra caution to prevent same.

The following drywall defects are covered by a one year limited warranty.

One Time Repairs

Slight cracking, nail pops, or seams may become visible in walls and ceilings. These are caused by shrinkage and normal deflection of rafters to which the drywall is attached. We will repair drywall shrinkage cracks and nail pops one time at the Year End Corrective Period.

Drywall cracks are considered to be defect when they are:

- greater than 1/16" in width; or
- more than 12" long and greater than 1/32" in width.

It is your responsibility to paint these repairs. Touch-ups may be visible.

Repainting the entire wall or the entire room to correct flashing is your choice and responsibility. You are also responsible for custom paint colors or wallpaper that has been applied subsequent to closing. Due to the effects of time on paint and wallpaper, as well as possible dye lot variations, touch-ups are unlikely to match the surrounding area.

Please note: we do not repair drywall flaws that are only visible under particular lighting conditions.

Related Warranty Repairs

If a drywall repair is needed as a result of poor workmanship (such as blisters in tape) or another warranty-based repair (such as a plumbing leak), it is completed by touching up the repaired area with the same paint that was on the surface when the home was delivered. If more than one-third of the wall is involved, we will repaint the wall corner to corner. You are responsible for custom paint colors or wallpaper that has been applied subsequent to closing. The effects of time on paint and wallpaper, as well as possible dye lot variations, mean the touch-up may not match the surrounding area.

Electrical System, including baseboard heat and penthouse Nuheat

For information on your electrical system, please refer to the "Electrical System" section of this Manual.

Gas Shut-Offs

Gas Barbeque Shutoff Valve

Some of the units are equipped with a gas outlet for the barbeque. You will find the gas shut off at the outlet. To turn the gas off, turn the yellow handle 90° perpendicular to the pipe. Alternatively, to turn the gas on, turn the yellow handle parallel to the pipe. *We recommend you always turn the gas off once you have finished barbequing. Care must be taken to ensure barbeques are shut off after use; failure to do so can result in fire, injury and damage.*

Gas Cooktop

There is a gas shut off behind each cooktop. To access the shut off, remove the middle drawer below the cooktop, and turn the gas handle 90 degrees perpendicular to the pipe. Please be careful not to damage the floor when you remove the drawer.

Gas Leak

If you suspect a gas leak, leave the home and immediately call Fortis BC at their emergency number, 1-800-663-9911.

Warranty Guidelines

The gas company is responsible for leaks up to the main building meter on the exterior of the building. The Developer will correct leaks from the meter to the home for a period of two years after the closing date when the unit is first sold.

Hardware

For care and maintenance information, please refer to Canaropa's "Dorex Warranty Information" and Reliance's "Specifications and Warranty" Information, attached hereto as Appendix 14.

Door knobs and locks should operate correctly with little attention. Over time, they may need slight adjustments due to normal shrinkage of the framing. Occasionally, you may need to tighten screws or apply lubricate.

Initial Orientation and Warranty Guidelines

We confirm that all hardware is in acceptable condition during the initial orientation. The Developer will repair hardware items that do not function as intended during the first year of the warranty per our warranty procedures (see "Warranty Description" tab).

Handrails (aluminum)

For warranty and care information, please refer to Accurate Aluminum's "Warranty Certificate" and "Care and Maintenance of Aluminum Rails", attached hereto as Appendix 20.

Hood Fan

Refer to the appliance section of your manual for product specifications. Please note the actual CFM output of the hood fan will be less than the specified output outlined in the product specification brochure. The mechanical engineering design of the building controls the amount of air that is exhausted from the suite; M One has been designed for practicality in accordance with the British Columbia Building Code.

Laminate Flooring

For warranty and care information, please refer to Ploutos Enterprise's "Labor and Material Warranty", Cantrust's "Limited Warranties for Laminate Floors" and Cantrust's "Easy Care" guide, attached hereto as Appendix 15. Failure to follow the instructions may void your laminate flooring warranty.

Please note the following paragraph included in the warranty:

"Avoid extremes in temperature or humidity conditions. Laminate flooring will perform at its best when climate-controlled conditions of 18° C to 22° C and 45% to 65% humidity are maintained in home or office (Easy Care)."

We have included the following additional care tips.

Remove High Heel Shoes and Trim Pet's Nails

Laminate floors may be damaged by the extreme force caused by lady's high heel shoes (measured in pounds per square inch (psi)). For example, a car has a load of 28-30 psi, while a 125 pound woman with high heels has a load of 2000 psi! High heels will cause indentation in flooring! As such, ask your guest to remove her heels to protect your floor!

A general rule of thumb is to avoid letting any sharp or pointed object come into contact with your floor. This includes pets' nails, which should be trimmed to minimize damage!

Felt Tabs

Insert felt protector pads on the feet of all furniture and accessories that will be placed directly onto the floor surface.

Cleaning

Protect the floor from any exposure to liquids, water or other forms of moisture. Sweep or vacuum the floor daily to keep it clean and free of dust. Please ensure that your vacuum's wheels are not damaging the floor. For more thorough cleaning, use a floor cleaning solution approved by the floor supplier ("Trade Contacts" tab). Do not use any household cleaners, oils, soaps, waxes or any abrasive materials/scouring agents on your laminate floor.

Laminate Floor Color Change

Laminate flooring will naturally undergo a change in color as it adjusts to the ambient light conditions of your home environment. To ensure a uniform change, it is recommended that you do not place area rugs on the new floor for sixty days after installation. Thereafter, periodic re-arrangement of furniture and area rugs will help ensure your flooring colors evenly.

Initial Orientation and Warranty Guidelines

Floor Finish

During your initial orientation, the Developer will review the floors and determine if any scratches and gouges are present. The “6 foot, 2 second” rule will apply. Briefly, the “6 foot, 2 second” rule states that a gouge/scratch will only be repaired if you can see same from a standing distance of 6 feet, within a time frame of 2 seconds. If not, it is not a defect.

Elevation/Gap Variations

Manufacturer guidelines state that strip laminate flooring shall be installed to provide a surface where adjacent strips have no more than a ¼” difference in elevation over 32”. Flooring not meeting this standard shall be repaired. This rule also applies to the gap variances between planks (for example, gap variances greater than ¼” over 32” between planks will be repaired).

It is important to note that the Developer will not repair floor damage caused after ownership is transferred from the Developer to the homeowner. Repair of floor damage caused after completion is one of the homeowner’s maintenance responsibilities. Please note it is our experience that laminate floors may be damaged during the move in process. As such, please instruct your movers to use extra caution to prevent damage.

Lighting

For warranty and care guidelines, please refer to Design Lighting’s Warranty Letter attached hereto as Appendix 16.

Mirrors

For warranty and care guidelines, please refer to the Coast Wholesale Appliances’ “Mirror Specifications and Warranty”, attached hereto as Appendix 17.

Initial Orientation and Warranty Guidelines

During the initial orientation, we will confirm that mirrors are in acceptable condition. If scratches, chips, or other damage to mirrors are noted at this time, we will correct same. In some cases, due to the length of the mirror, the installation will require that the mirror be installed in two pieces.

Paint and Stain

For warranty and care guidelines, please refer to both ICI Paints Technical Bulletin “Touch-up Painting” and New York Painting’s “Warranty Certificate”, attached hereto as Appendix 18.

Because of changes in the formula for paint (such as the elimination of lead to make paints safer), painted surfaces must be washed gently using mild soap and as little water as possible. Avoid abrasive cleaners, scouring pads, or scrub brushes. Flat paints show washing marks more easily than gloss paints do. Often better results come from touching up rather than washing the paint.

Exterior

All exterior painting is considered a common area item and is controlled and maintained by your strata corporation and property manager.

Touch-Ups

When doing paint touch-ups, use a small brush, applying paint only to the damaged spot. Touch-ups may not match the surrounding area exactly, even if the same paint mix is used. When it is time to repaint a room, prepare the wall surfaces first by cleaning with a mild soap and water mixture or a reliable cleaning product.

Please turn to the “Finish Specifications” section of this Manual for details regarding original paint colors.

Initial Orientation and Warranty Guidelines

During your initial orientation, we will confirm that all painted or stained surfaces are in acceptable condition. The “6 foot, 2 second” rule will apply. Briefly, the “6 foot, 2 second” rule states that a paint deficiency will only be repaired if you can see same from a standing distance of 6 feet under normal lighting conditions, within a time frame of 2 seconds. If not, it is not a defect.

The Developer will touch up paint as indicated on the initial orientation list. You are responsible for all subsequent touch-ups, except painting we perform as part of another warranty repair. Please note that paint touch ups made during a warranty visit may:

- Be visible under certain lighting conditions; and
- Not match the surrounding area. Over time, paint colors fade. Due to the effects of time on paint, as well as possible dye lot variations, touch-ups are unlikely to match surrounding painted areas.

Phone/Cable/ Data Outlets & Media Centre

Your home is equipped with numerous outlets. Initiating service, adding additional outlets or revising outlet locations for decorating purposes or convenience is the homeowner's responsibility.

Your home is equipped with a media centre panel that allows your home's media to be accessed via one panel. The panel is generally located in your suite entry closet. To initiate service, please contact either Telus at (604) 310-3343, or an alternate service provider of your choice. Ask the installation technician to provide an orientation during your service connection appointment.

Initial Orientation and Warranty Guidelines

The Developer will correct faulty outlets that are discovered during the initial orientation. The Developer will also repair faulty wiring from the outlet service box into the home. The warranty period for same is two years, and begins on the closing date when the unit is first sold. From the service box outward, care of the wiring is the responsibility of the local telephone service company.

Plumbing, including penthouse heat pumps and fan coils

For plumbing information, please refer to the "Plumbing System" section of this Manual.

Remote Controls

When you moved in, you were given two radio frequency remotes that control access to the main lobby entry door, the parkade gates and any other door with card access readers. The remotes require no maintenance, and operate on batteries which will require replacement from time to time. The remotes are susceptible to damage by moisture and impact, and should be handled gently. For more information, please refer to Keyscan Access Control Systems' "RF Transmitters Literature and Warranty" information attached hereto as Appendix 3.

Shower Doors, Frameless Shower Doors and Tub Enclosures

For warranty and care information, please refer to the Coast Wholesale Appliances' "10mm Frameless Glass Shower Enclosures" literature attached hereto as Appendix 17.

Tub enclosures require minimal care and maintenance. Use a squeegee to remove water after a bath/shower to keep mineral residue and soap film to a minimum. A coating of wax can also help prevent build up of minerals and soap. Use cleaning products suggested by the manufacturer to avoid any damage to the trim and hardware. Check and touch-up caulking on

an as needed basis. Avoid hanging wet towels on corners of doors - the weight can pull the door out of alignment and cause it to leak.

Many M One homes feature “frameless shower doors”. Frameless shower doors are usually heavy (3/8” or ½”) glass shower enclosures featuring glass, metal clips, and continuous metal channels; these doors may also be silicone sealed to adjacent surfaces. These glass panels may be freestanding resting on a tiled curb, floor or bathtub / manufactured shower base; they may also be full height fixed to the ceiling as opposed to freestanding.

Water may escape at the door perimeter - this is not considered a defect. Care should be taken to ensure not only that bath mats are present, but also that any water outside the enclosure is mopped up after a shower. Although Glass World warrants that water should not escape past either glass channels, it does not warrant that water will not escape at the frameless shower door perimeter.

Smoke Detectors

For information about your smoke detectors, please refer to the “Electrical System” section of this Manual.

Thermostat

For information about your thermostat, please refer to the “Electrical System” section of this Manual.

Tile

For warranty and care information, please refer to both the Plutos Enterprises “Labor and Material Warranty” and the “Terrazzo, Tile and Natural Stone” literature attached hereto as Appendix 21.

For further care tips, please review the following:

Cleaning

Tile is one of the easiest floor coverings to maintain; simply vacuum as required. Occasionally, a wet mopping with warm water may be appropriate. Avoid adding detergent to the water. If you feel a cleaning agent is required, use a mild solution of warm water and dishwasher crystals (they will not result in a heavy, difficult-to-remove lather on the grout). Rinse thoroughly.

Tile installed on walls or countertops in your home may be washed with any nonabrasive soap, detergent, or tile cleaner. Abrasive cleaners will dull the finish.

Grout discolouration

Clean grout that becomes yellowed or stained with a fiber brush, cleanser, and water. Grout cleansers and whiteners are available at most hardware stores.

Sealing Grout

The grout in your suite is unsealed. Sealing grout is your decision and responsibility. Sealing your grout may keep your grout cleaner for a longer period of time. Please visit your local hardware store for grout sealant products and applicators.

Tile, One-Time Repair

We will repair loose tiles one time, at the Year End Corrective Period (please refer to the “Warranty Description” tab for more information.) We are not responsible for variations in colour or discontinued patterns. New grout may vary in colour from the original.

Grout, One-Time Repair

Cracks appearing in grouting of ceramic tiles at joints or junctions with other materials are commonly due to shrinkage. The Developer will repair grouting, if necessary, one time at the Year End Corrective Period (please refer to the “Warranty Description” tab for more information). The Developer is not responsible for colour variations in grout or discontinued coloured grout. The homeowner is responsible for grouting or caulking maintenance required one year after the initial sale closing date.

Windows

For warranty and care information, please refer to Toro Aluminum’s “Letter of Warranty” and “Maintenance Data” attached here to as Appendix 22.

Contact either the building manager or the property management company if a suite window breaks. They will be able to assist you in remedying same (accidental breakage may be covered by the strata building insurance). Please refer to the “Emergency Procedures” section of this Manual for property manager phone numbers.

We have included the following additional care tips:

Condensation

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. Your family’s lifestyle controls the humidity level within your home. If your home includes a humidifier, closely observe the manufacturer’s directions for its use. You may also review the “Condensation/Ventilation” section of this Manual for tips on reducing in-suite condensation.

Sills

Window sills in your home are made of ultra-lite. The most common maintenance activity is dusting. Twice a year, check caulking and touch-up as needed. Protect sills from moisture. If you arrange plants on a sill, include a plastic tray under the pot.

Sticking Windows

Most sliding windows (both vertical and horizontal) are designed for a 10-pound pull. If sticking occurs or excessive pressure is required to open or close a window, apply a silicone lubricant. This is available at hardware stores. Avoid petroleum-based products.

Tinting

Applying tinting and/or foil lining to dual pane windows can result in broken windows due to heat build-up. Some manufacturers void their warranty on the windows if you apply tinting or foil lining. Contact the manufacturer to check on their current policy before you apply such coatings.

Weep Holes

In heavy rains, water may collect in the bottom channel of window frames. Weep holes are provided to allow excess water to escape to the outside. Keep the bottom window channels and weep holes free of dirt and debris.

Initial Orientation and Warranty Guidelines

We will confirm that all windows are in acceptable condition during the initial orientation. We will also confirm that windows operate with reasonable ease, and that locks perform as designed. The Developer will repair or replace broken windows noted on the initial orientation list. The Developer will also make adjustments to windows and locks that do not function as intended during the initial orientation. In addition:

Condensation

Condensation that accumulates between the panes of glass in dual-glazed windows indicates a broken seal. We will replace the window if this occurs during the warranty period.

Condensation that accumulates on the surface of interior windows and frames is not covered by warranty. This condensation indicates high humidity in the home, and low temperatures outside the home. The homeowner influences the level of humidity within the home; therefore, the homeowner will be responsible for damage arising from same.

Scratches

The Developer confirms that all window glass is in acceptable condition at the initial orientation. Minor scratches on windows can result from delivery, handling, and other construction activities. We will repair/replace windows that have scratches readily visible from a distance of 10 feet (if same are noted during the initial orientation).

Do Not Neglect Routine Maintenance

Each home requires care administered by the homeowner from the very first day. Regular maintenance is essential to maintaining a quality home for a lifetime. Neglecting routine maintenance can not only erode home value, it can also affect the overall desirability of the community. Most importantly, it can void warranty coverage on all or part of your home!

We have included a sample home Routine Maintenance Schedule. If you do not feel comfortable performing the tasks below, or do not have the necessary equipment, you may wish to retain a qualified handy person to help you. You will be responsible for all maintenance costs.

Routine Maintenance Schedule

ITEM	Monthly	Spring	Summer	Fall	Winter
INTERIOR FINISHES					
Recaulk showers and countertops if necessary			✓		
Seal grout			✓		
Lubricate door hinges			✓		
Wash range hood filter	✓				
Monitor your home for excessive moisture levels. If, for example, there is condensation on your windows, you are causing damage to your home.	✓				
Disconnect the duct connected to the dryer and vacuum lint from the duct, the areas surrounding your clothes dryer and your dryer's vent hood outside.		✓		✓	
PLUMBING					
If you are not using a plumbing fixture frequently (for example, a sink or shower stall), run some water briefly to keep water in the trap.		✓		✓	
Check all faucets, hose bibs and valves for signs of dripping and change washers as needed.	✓				
Clean drains in dishwashers, sinks, bathtubs and shower stalls.	✓				
Test plumbing shut-off valves to ensure they are working.	✓				
Disconnect hoses and drain hose bibs				✓	
ELECTRICAL					
Check GFI/AFCI circuits	✓				
Check electrical plugs and outlets to ensure fire safety. Worn plugs feel warm to the touch and need to be replaced immediately.	✓				
Check smoke/carbon monoxide detectors	✓				
Check security alarms.	✓				
Vacuum fire and smoke detectors, as dust or spider webs can prevent them from functioning.	✓				
Vacuum electric baseboard heaters to remove dust	✓				
Clean hood filters	✓				
If panel/breaker is warm to touch or smells burnt; contact M One customer service, your property manager or the electrician listed under trade contacts promptly.	✓				

Trade Contact Information

Alarm System (pre-wire)

D & L Security

P: 604-808-7857 F: 604-986-7855

Appliance Service

Whirlpool (All appliances except for Wine Cooler)

P: 1-800-807-6777 (7:30 am to 8:00pm EST
Monday - Friday)

Trail Appliance (Wine Cooler ONLY)

P: 604-777-3300 ext 2 (8:30 am - 5:00 pm
Monday - Saturday)

Bathroom Accessories+ (doors, hardware)

Crown Doors Ltd

P: 1-604-504-1658 F: 1-604-504-1659

Blinds

Forever Window Screens and Blinds

P: 604-231-0993 F: 604-231-9391
foreverwindows@gmail.com

Cabinets & Countertops

IMAC Enterprises

P: 604-324-8288 F: 604-324-5033

Closet Shelving

Glass World

P: 1-604-854-5757 or 1-800-820-5080
F: 1-604-852-1850
www.glassworld.ca

Corkboard

Forbo

P: 604-324-8288 F: 570-450-0258
www.forboflooringna.com

Electrical

Lilly Electric

P: 604-536-3464 F: 604-536-5838
lilly1973@shaw.ca

Flooring (Carpet + Laminate) & Tiling

Ploutos Enterprises

P: 604-875-6484 F: 604-875-6340
info@ploutos.ca

Lighting Fixtures

Design Lighting

P: 604-576-8733 F: 604-576-8732
georgia@designlighting.ca

Mechanical (Plumbing)

Ocean Park Mechanical

P: 604-536-2363 F: 604-536-2366

Handrails

Accurate Aluminum

P: 604-437-6006 F: 604-437-6008
jbaxter@accuratealuminum.ca

Molding & Trim Material

Westcoast Mouldings

Ronald Vickruk
P: 604-513-1138 F: 604-513-1194
ronaldvickruck@shaw.ca

Mirrors & Shower Doors

Coast Wholesale Appliances

P: 604-321-6644 F: 604-321-5675
info@coastappliances.com

New Home Warranty

Travelers

P: 604-682-3095 or 1-800-555-9431
F: 604-682-3096
www.travelerscanada.ca

Painting

New York Painting

P: 604-572-4209 F: 604-591-9048
david@newyorkpaintingltd.com

Windows

Toro Aluminum

P: 604-521-4334 F: 604-521-4304

Finish Specifications

The Developer reserves the right to make specification changes, as per the contract of purchase and sale. However, any substitution of method or product shall be of equal or better quality than the original specification.

We used our best efforts to ensure the “Finish Specifications” section is correct; however, we make no representations or guarantees, express or implied, as to the accuracy or completeness of the “Finish Specifications” section.

For electrical and plumbing specifications, please refer to the “Electrical System” and “Plumbing System” sections of this Manual. For appliance specifications, please refer to the “Appliances” section of this Manual.

There are two different color schemes in homes at M One: Teak and Wenge. If you are not sure which color scheme you selected, please contact the sales staff.

TEAK SCHEME

Countertops

Location: **Kitchen**
Application: Countertop
Manufacturer: IMAC Enterprises
Supplier: IMAC Enterprises
Installer: IMAC Enterprises
Material: Granite
Color: Giallo Ornamentale
Dimensions: 1-1/2" Thick Double Edge

Location: **Bathroom**
Application: Countertop
Manufacturer: IMAC Enterprises
Supplier: IMAC Enterprises
Installer: IMAC Enterprises
Material: Granite
Color: Giallo Ornamentale
Dimensions: 1-1/2" Thick Double Eased Edge

Cabinets

Manufactured Wood

Veneer Faced

Location: **Kitchen & Bathroom Vanities**
Application: Cabinet Doors
Manufacturer: IMAC Enterprises
Supplier: IMAC Enterprises
Installer: IMAC Enterprises
Material: #326Q
Style: Fullwrap Square Line Door
Finish: Brandy #100-787-1-330

Cabinet Caseworks

Location: **Kitchen & Bathroom Vanities**
Application: Cabinet Interiors
Manufacturer: NewPro
Installer: IMAC Enterprises
Material: Melamine
Color: White

Cabinet Accessories

Door Hinges: Ferrari 110 degree clip on hinge H91081AGGWS

Soft Closure Door Dampers:

Pioneer PISTON ARM DMR73G

Soft Closure Drawer System:

470MM Innotech #901579300 left
#90157400 right with quadro slides

Tip Out Tray: 11" white, Richelieu 96572130

Grommet: Richelieu 60090

Cabinet Handles

Manufacturer: Richelieu
Model: 458 160 195

Wall Tile

Porcelain

Location: **Kitchen**
Application: Backsplash
Manufacturer: Ican Tile
Supplier: Ploutos Enterprises
Installer: Ploutos Enterprises
Color: Noce Stream
Dimensions: 12" X 24"
Grout: Custom- #386 Oyster Grey

Ceramic 1

Location: **Ensuite Bathroom**
Application: Shower Surround
Manufacturer: Ican Tile
Supplier: Ploutos Enterprises
Installer: Ploutos Enterprises
Series: ICDEWHG White Matte
Color: White Matte
Dimensions: 12" X 24"
Grout: Custom- #381 Bright White

Ceramic 2

Location: **Main Bathroom**
Application: Tub Surround
Manufacturer: Ican Tile
Supplier: Ploutos Enterprises
Installer: Ploutos Enterprises
Series: ICDEWHG White Matte
Color: White Mate
Dimensions: 12" X 24"
Grout: Custom- #381 Bright White

Flooring

Laminate

Location: **All Floors except Bedrooms and Bathrooms**
 Application: Floors
 Manufacturer: Cantrust
 Supplier: Ploutos Enterprises
 Installer: Ploutos Enterprises
 Material: Laminate
 Color: Southern Oak
 Dimensions: 12" X 24"
 Underlay: 3.2mm High Density Acoustic Foam

Sheet Carpeting

Location: **Bedrooms**
 Application: Floors
 Manufacturer: Beaulieu
 Supplier: Ploutos Enterprises
 Installer: Ploutos Enterprises
 Style: #9836
 Material: 100%BCF Nylon
 Color: #11-B-127

Tile

Location: **All Bathrooms**
 Application: Floor
 Manufacturer: Ican Tile
 Supplier: Ploutos Enterprises
 Installer: Ploutos Enterprises
 Color: Noce
 Dimensions: 12" X 24"
 Grout: Custom- #386 Oyster Grey

Cork Wall Covering

Location: **Kitchen**
 Application: Built-in Desk Wall
 Manufacturer: Forbo
 Supplier: Forbo
 Installer: Developer
 Series: ICDEWHG White Matte
 Color: White Mate
 Material: Bulletin Board
 Color: 2182

Interior Paint

*please note that all formulas in the homeowner's manual are for one gallon buckets of paint

Location: **Dropped Ceiling**
 Manufacturer: Glidden
 Supplier: ICI Paints
 Painter: New York Painting
 Color: GP: CL 1042W
 Paint No: PS1
 Product: GLD Ultra Flat White
 Formula: YOX 0P1+
 Paint Code: 94500.505

Location: **Woodworks**
 Manufacturer: Dulux
 Supplier: ICI Paints
 Painter: New York Painting
 Color: GP: CL 1042W
 Paint No: PS2
 Product: DLX Master SGL White
 Formula: YOX 0P2
 Paint Code: 59211.505

Location: **Walls Throughout**
 Manufacturer: Glidden
 Supplier: ICI Paints
 Painter: New York Painting
 Color: BM:172
 Paint No: PS3
 Product: GLD Ultra Eggshell
 Formula: BLK 0P56 OXR 0P11 YOX 0P41+
 Paint Code: 94900.505

Location: **Walls and Ceilings in Bathrooms**
 Manufacturer: Glidden
 Supplier: ICI Paints
 Painter: New York Painting
 Color: BM: 172
 Paint No: PS3A
 Product: Glidden Ultra SGL White
 Formula: BLK 0P49 OXR 0P9 YOX 0P32
 Paint Code: 94800.505

WENGE SCHEME

Countertops

Location: **Kitchen**
Application: Countertop
Manufacturer: IMAC Enterprises
Supplier: IMAC Enterprises
Installer: IMAC Enterprises
Material: Granite
Color: Desert Eyes
Dimensions: 1-1/2" Thick Double Edge

Location: **Bathroom**
Application: Countertop
Manufacturer: IMAC Enterprises
Supplier: IMAC Enterprises
Installer: IMAC Enterprises
Material: Granite
Color: Desert Eyes
Dimensions: 1-1/2" Thick Double Eased Edge

Cabinets

Manufactured Wood Veneer Faced

Location: **Kitchen & Bathroom Vanities**
Application: Cabinet Doors
Manufacturer: IMAC Enterprises
Supplier: IMAC Enterprises
Installer: IMAC Enterprises
Material: #120Q
Style: Fullwrap Square Line Door
Finish: 100-3195-12

Cabinet Caseworks

Location: **Kitchen & Bathroom Vanities**
Application: Cabinet Interiors
Manufacturer: NewPro
Supplier: IMAC Enterprises
Installer: IMAC Enterprises
Material: Melanine
Color: White

Cabinet Accessories

Door Hinges: Ferrari 110 degree clip on hinge H9081AGGWS

Soft closure Door Dampers:

Pioneer PISTON ARM DMR73G

Soft closure Drawer System:

470MM Innotech #901579300 left
#90157400 right with quadro slides

Tip Out Tray: 11" white, Richelieu 96572130

Grommet: Richelieu 60090

Cabinet Handles

Manufacturer: Richelieu
Model: 458 160 195

Wall Tile

Porcelain

Location: **All Bathrooms**
Application: Floor
Manufacturer: Ican Tile
Supplier: Ploutos Enterprises
Installer: Ploutos Enterprises
Color: Olive Stream
Dimensions: 12" X 24"
Grout: Custom- #382 Bone

Ceramic 1

Location: **Ensuite Bathroom**
Application: Shower Surround
Manufacturer: Ican Tile
Supplier: Ploutos Enterprises
Installer: Ploutos Enterprises
Series: ICDEWHG White Matte
Color: White Matte
Dimensions: 12" X 24"
Grout: Custom- #381 Bright White

Ceramic 2

Location: **Main Bathroom**
Application: Tub Surround
Manufacturer: Ican Tile
Supplier: Ploutos Enterprises
Installer: Ploutos Enterprises
Series: ICDEWHG White Matte
Color: White Mate
Dimensions: 12" X 24"
Grout: Custom- #381 Bright White

Flooring

Laminate

Location: **All Floors except Bedrooms and Bathrooms**
Application: Floors
Manufacturer: Cantrust
Supplier: Ploutos Enterprises
Installer: Ploutos Enterprises
Material: Laminate
Color: Wenge
Dimensions: 12" X 24"
Underlay: 3.2mm High Density Acoustic Foam

Sheet Carpeting

Location: **Bedrooms**
Application: Floors
Manufacturer: Beaulieu
Supplier: Ploutos Enterprises
Installer: Ploutos Enterprises
Style: #9836
Material: 100%BCF Nylon
Color: #11-B-127

Tile

Location: **All Bathrooms**
Application: Floor
Manufacturer: Ican Tile
Supplier: Ploutos Enterprises
Installer: Ploutos Enterprises
Color: Olive
Dimensions: 12" X 24"
Grout: Custom- #382 Bone

Cork Wall Covering

Location: **Kitchen**
Application: Built-in Desk Wall
Manufacturer: Forbo Linoleum
Supplier: Forbo Linoleum
Installer: Developer
Material: Bulletin Board
Color: 2186

Interior Paint

*please note that all formulas in the homeowner's manual are for one gallon buckets of paint

Location: **Dropped Ceiling**
Manufacturer: Glidden
Supplier: ICI Paints
Painter: New York Painting
Color: GP: CL 1042W
Paint No: PS1
Product: GLD Ultra Flat White
Formula: YOX 0P1+
Paint Code: 94500.505

Location: **Woodworks**
Manufacturer: Dulux
Supplier: ICI Paints
Painter: New York Painting
Color: GP: CL 1042W
Paint No: PS2
Product: DLX Master SGL White
Formula: YOX 0P2
Paint Code: 59211.505

Location: **Walls Throughout**
Manufacturer: Glidden
Supplier: ICI Paints
Painter: New York Painting
Color: BM:CC-90
Paint No: PS4
Product: GLD Ultra Eggshell
Formula: BLK 0P31 OXR 0P9+ YOX 0P59+
Paint Code: 94900.505

Location: **Walls and Ceilings in Bathrooms**

Manufacturer: Glidden
Supplier: ICI Paints
Painter: New York Painting
Color: BM: CC-90
Paint No: PS4A
Product: Glidden Ultra SGL White
Formula: BLK 0P29+ OXR 0P8+ YOX 0P49+
Paint Code: 94800.505

LIGHTING FIXTURES

Ceiling Fixture

Location: **Hall way**
 Manufacturer: Galaxy
 Supplier: Design Lighting
 Installer: Lilly Electric
 Model: 612392CH
 Type: 2
 Description: Chrome with Satin White Glass
 Dimensions: 12" X 3 3/8"
 Finish: Chrome
 Lamp: 2 X 40W Med. Base

Location: **Dining Room**
 Manufacturer: Satco
 Supplier: Design Lighting
 Installer: Lilly Electric
 Model: Satco-90-069 Canopy
 Type: 3

Location: **Bedroom**
 Manufacturer: Galaxy
 Supplier: Design Lighting
 Installer: Lilly Electric
 Model: 612392CH
 Type: 9
 Description: Flushmount- Chrome with
 Stain White Glass
 Dimensions: 12" X 3 3/8"
 Finish: Chrome
 Lamp: 2 X 40W Med. Base

Manufacturer: Galaxy
 Supplier: Design Lighting
 Installer: Lilly Electric
 Model: 612392CH
 Type: 10
 Description: Flushmount- Chrome with
 Stain White Glass
 Dimensions: 12" X 3 3/8"
 Finish: Chrome
 Lamp: 2 X 40W Med. Base

Location: **Den**
 Manufacturer: Galaxy
 Supplier: Design Lighting
 Installer: Lilly Electric
 Model: 612392CH
 Type: 13
 Description: Flushmount Chrome with
 White Stain Glass
 Dimensions: 12" X 3 3/8"
 Finish: Chrome
 Lamp: 2 X 40W Med. Base

Location: **Balcony Ceiling**
 Manufacturer: Galaxy
 Supplier: Design Lighting
 Installer: Lilly Electric
 Model: 305063MS
 Type: 16
 Description: Cast Aluminum Marine Light
 Dimensions: 10 5/8" X 3 1/8 "
 Finish: Matte Silver
 Lamp: 1 X 60W Med Base

Location: **Closet**



Location: **Kitchen and Hallway Pot Lights**
 Manufacturer: VuLite
 Supplier: OP Lighting
 Installer: Lilly Electric
 Model: V4TCLVW
 Trim: V4047C-WH
 Size: 4"
 Description: Clear Cone with Regressed Gimbal Ring
 Lamp: 1 X 12V 50W MR 16

Location: **Bathroom Pot Light**
 Manufacturer: VuLite
 Supplier: OP Lighting
 Installer: Lilly Electric
 Model: V4ICLVW
 Trim: V4047C-WH
 Size: 4"
 Description: Clear Cone with Regressed Gimbal Ring
 Lamp: 1 X 12V 50W MR 16

Location: **Bathroom Shower Light**
 Manufacturer: VuLite
 Supplier: OP Lighting
 Installer: Lilly Electric
 Model: V4ICLVW
 Trim: V4041-WH
 Size: 4"
 Description: Frost Glass, White Trim
 Lamp: 1 X 12V 50W MR 16

Location: **Penthouse/ Townhouse Stair Wall**
 Manufacturer: Galaxy
 Supplier: Design Lighting
 Installer: Lilly Electric
 Model: 710691CH
 Type: 14
 Description: Single Light Vanity with Satin White Glass
 Dimensions: 4 1/4" X 11 1/2"
 Extension: 4 7/8"
 Finish: Chrome
 Lamp: 1 X A19 100W

Location: **Townhome Level 3 Wall**
 Manufacturer: Forecast
 Supplier: Design Lighting
 Installer: Lilly Electric
 Model: F8496-41
 Type: 17
 Dimensions: 6" X 5 1/2"
 Extension: 7"
 Finish: Vista Silver
 Glass: Etched White Opal
 Lamp: 1 X 60W Med Base.

Location: **Penthouse Pendants**
 Manufacturer: Maxilite
 Supplier: Design Lighting
 Installer: Lilly Electric
 Model: MX2316-02
 Dimensions: 3" X 8"
 Overall Height: 72"
 Finish: Br. Steel
 Glass: White Pattern
 Lamp: 1 X 60W B10 Only

MIRRORS, SHOWER ENCLOSURES, BLINDS

Mirror

Location: Bathrooms and Powder Rooms
Application: Above Vanities
Manufacturer: Coast Wholesale Appliances
Supplier: Coast Wholesale Appliances
Installer: Coast Wholesale Appliances
Series: CAN/ CGSB- 12.5, Silvered
Type: 1A
Thickness: 5.0mm

Shower Enclosures

Location: Bathrooms with Showers
Application: Shower Surround
Manufacturer: Coast Wholesale Appliances
Supplier: Coast Wholesale Appliances
Installer: Coast Wholesale Appliances
Series: Frameless Glass Shower Enclosures
Material: Tempered Safety Glass
Thickness: 10mm

Blinds

Location: Interior Windows
Application: Window Coverings
Manufacturer: Forever Window Screens and Blinds
Supplier: Forever Window Screens and Blinds
Installer: Forever Window Screens and Blinds
Type: 1" Venitian Blinds
Color: #1004- Matte White

BATH ACCESSORIES

Bath Accessory 1

Location: All Bathrooms as Required
Application: Towel Bar
Manufacturer: Taymor
Supplier: Crown Doors Ltd.
Installer: Rolin Interiors
Series: Astral Collection 2800 Series
Dimensions: 24"
Product Code: 02-D2824
Finish: Polished Chrome

Bath Accessory 2

Location: All Bathrooms
Application: Paper Holder
Manufacturer: Taymor
Supplier: Crown Doors Ltd.
Installer: Rolin interiors
Series: Astral Collection 2800 Series
Product Code: 02-D2848
Finish: Polished Chrome

Bath Accessory 3

Location: All Bathrooms with Tub Showers
Application: Shower Curtain Rod
Manufacturer: Taymor
Supplier: Crown Doors Ltd.
Installer: Rolin Interiors
Type: Shower rod
Model: #01-R9689
Finish: Satin Nickel

FINISH CARPENTRY & WIRE SHELVING

Baseboards

Location: Throughout Unit
 Application: Baseboards
 Supplier: Westcoast Moulding & Millwork
 Installer: Rolin interiors
 Style: Flat Panel
 Dimension: 1/2 " X 5.5"
 Finish: Primes MDF

Casing

Location: Doors throughout Unit
 Application: Door Casing
 Supplier: Westcoast Moulding & Millwork
 Installer: Rolin Interiors
 Style: Flat Panel
 Dimension: 11/16" X 3-1/2"
 Finish: Medium Density Fiberboard

Window Sill

Application: Window Sill
 Supplier: Westcoast Moulding & Millwork
 Installer: Rolin Interiors
 Dimension: 11/16" X 5-1/2"
 Finish: Paint Grade Medium Density Fiberboard

Wire Shelving

Application: Entry and Bedroom Closets
 Supplier: Glass World
 Installer: Glass World
 Size: 12" Depth Shelf and Rod
 Color: White, epoxy coated

Wood Shelving (Penthouses Only)

Application: Penthouse Closets
 Supplier: Glass World
 Installer: Glass World
 Size: 3/4"
 Color: White, Melamine

DOORS & HARDWARE

Flush Doors

Application: Interior Doors
 Manufacturer: JeldWen Windows & Doors
 Supplier: Crown Doors Ltd.
 Installer: Rolin Interiors
 Core: Solid particle board

Pocket Doors

Application: Closets
 Manufacturer: JeldWen Windows & Doors
 Supplier: Crown Doors Ltd.
 Installer: Rolin Interiors
 Core: Hollow core

Door Hardware

Entry Door Hardware 1

Location: Suite Entry Doors
 Application: Suite Entry Deadbolt
 Manufacturer: Dorex
 Supplier: Crown Doors Ltd.
 Installer: Rolin interiors
 Type: Single Cylinder Deadbolt
 Series: 200
 Code: 51

Entry Door Hardware 2

Location: Suite Entry Door
 Application: Suite Entry Medium Door
 Viewer
 Manufacturer: Dorex
 Supplier: Crown Doors Ltd.
 Installer: Rolin Interiors
 Model: B180
 Finish: Chrome

Passage Door Hardware 1

Location: All Passage Doors
 Application: Passage Door Lever
 Manufacturer: Dorex Tecnica Design
 Supplier: Crown Doors Ltd.
 Installer: Rolin Interiors
 Series: Linea
 Type: Tubular
 Item: 100 LT
 Finish: Nickel

Pocket Door Hardware

Location: Bathrooms and Closets
 Application: Pocket Door Hardware with Lock
 Manufacturer: Reliance Locks and Hardware
 Supplier: Crown Doors Ltd.
 Installer: Rolin Interiors
 Model: 014-1414R (Round Privacy Bathrooms)
 Model: 014-1415R (Round Passage Closets)

Door Stops

Location: All Interior Doors
 Manufacturer: Dorex
 Supplier: Crown Doors Ltd
 Installer: Rolin Interiors
 Type: Flexible Wall Mounted
 Model: 3515
 Finish: Satin Nickel

Door Hinge Pin Stops

Location: All Interior Doors
 Manufacturer: Dorex
 Supplier: Crown Doors Ltd.
 Installer: Rolin Interiors
 Type: Hinge Pin Stop
 Model: 805
 Finish: C15

Security

For warranty and maintenance information, please refer to D & L Security System's "Warranty" attached here to as Appendix 3. We used our best efforts to ensure the "Security" section is correct; however, we make no representations or guarantees, express or implied, as to the accuracy or completeness of the "Security" section.

Installed Alarm Systems (3rd floor and Penthouse suites)

Supplied By: D&L Security Systems Ltd
Provided for: Third Floor Units, Town Homes and Penthouses

Residential Remotes/ Fobs:

Manufacturer: Keyscan
Supplier: D&L Security Systems Ltd.
Model: TX4PRX
Battery Type: Internal Lithium Battery with Low Battery Detection

*Note: Upon possession, you were handed two RF remotes that control access to your parkade gates, and any other door with card reader access.

Access and Security

When you moved in, you were given two radio frequency remotes that control access to the main lobby entry door, the parkade gates and any other door with card access readers. The remotes require no maintenance, and operate on batteries which will require replacement from time to time. The remotes are susceptible to damage by moisture and impact, and should be handled gently. For more information, please refer to Keyscan Access Control Systems' "RF Transmitters" literature attached hereto as Appendix 3.

Please keep a record of your fob's serial number(s). If you lose a fob, please report the loss immediately to the property manager. This will help ensure the security of the building.

Visitor Intercom System

A visitor intercom has been installed outside the main lobby entry, on the parkade entry ramp kiosk and in the parkade lobby entry. Your guest simply dials your code or selects your name by scrolling through the electronic directory on the lobby panel. Please note random codes, which do not identify your apartment, have been chosen for security reasons. Once the code/name is dialed, your telephone will ring. When you answer, you will be communicating with your guest. To unlock a lobby door/parkade gate, hit the digit “9” on your telephone. To refuse entry, simply hang up. When you unlock the door, the elevator cabs (where applicable) will be released to allow the visitor to gain access to your floor. The visitor has approximately two minutes to reach the elevator, and enter their floor destination.

If you are using a home phone and you have “**call waiting**” feature, a distinct tone will be heard when your guest arrives. If you have a flash key on your phone, press it to switch to answer the call. This action will automatically put your outside line “on hold”. While on line, you can open the door by hitting the digit “9”, or flash the hook switch to refuse entry. Both actions will automatically reconnect you to the previous “on hold” caller.

For guests requiring visitor parking, a parkade visitor intercom system has been installed. Simply instruct your guest to proceed to the parkade ramp, and select your name or code at the electronic directory. You can open the parkade door by hitting the digit “9” on your phone. Once your guest is parked, they should proceed to the parkade lobby entry. Again, your guest will select your name or code at the electronic directory. Once you hit the digit “9”, your guest will be permitted into the parkade elevator lobby. From there, your guest will have two minutes to enter the elevator and proceed to your floor.

Camera System

Pinhole and dome security cameras have been installed on the site. The cameras have been installed at the following locations:

- Main front lobby pointing at the front doors;
- Inside main parkade gate pointing at the gate;
- Inside inner residential gate point at the gate;
- Outside commercial gate pointing at the gate from the visitor side;
- Amenity games room;
- Main Floor Elevator Lobby (Rough in Only); and
- All three entry enterphones (Rough in Only)

Owners can view security camera information on channel **116 analog, or 399 digital**. A DVR will record all information on the security cameras. When the DVR is full (160 giga bites or approximately 3 weeks of information), it will record over the most dated information.

SERVICE REQUEST FORM

To be completed for EMERGENCY and/ or year-end purposes ONLY.

To: Cressey (High Street) Developments LLP
 Attention: M One Customer Service Department
 800- 925 West Georgia Street
 Vancouver, BC V6C 3L2
 Fax: 604-895-0496
 Email: service@cressey.com

NAME: _____ DATE: _____

ADDRESS: _____

CELL NUMBER: _____ HOME NUMBER: _____

SALE CLOSING DATE: _____

Appointments for service are made during regular business hours: 7:00am- 2:00pm Monday to Friday. The owner must be present when the Developer responds to either emergency or non-emergency warrantable claims. Please ensure you schedule your service appointments so that you can remain at home until repairs are complete.

The developer may only repair warrantable items ONCE during the term warranty (refer to the deficiency and warranty section of your homeowner's manual for more details.)

Item	Location	Description of Service Request	Item Repaired
1.			
2.			
3.			
4.			
5.			

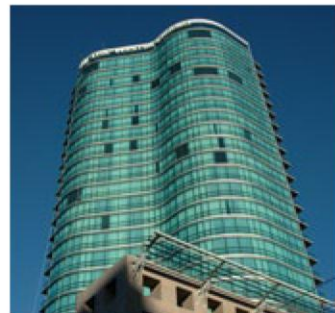
**please note the Developer is not responsible for repairs to appliances after title is transferred.*

Warranty items Repaired:

 Homeowner Signature/ Customer Service

 Date





SUITE 800-925 WEST GEORGIA STREET
 VANCOUVER, BC V6C 3L2
 TEL 604.683.1256 FAX 604.683.7690
 WWW.CRESSEY.COM